

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Personnel Technician II (Specialist)

POSITION NUMBER:

800-691-5161-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Human Resource Services Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Classification and Pay Section

SUPERVISOR'S NAME:

Wilma Llamas

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

Designated under Conflict of Interest Code.

Duties require participation in the DMV Pull Notice Program.

Requires repetitive movement of heavy objects.

Performs other duties requiring high physical demand. (Explain below)

☒ None

Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

☒ None

Supervisor

Lead Person

Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

None

Total number of positions for which this position is responsible: 0

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The California Department of Social Services (CDSS) employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers, and supervisors to select, hire, develop and maintain the best professional workforce in state service.

CONCEPT OF POSITION:

Under direction of the Supervisor I, in the Classification and Pay Section, the Personnel Technician II (PT II) provides office support to the Personnel Bureau, as required. Typical duties include assisting with Classification and Pay recruitments and pool hiring recruitments; working in the Exam and Certification Online System (ECOS) to upload and download applications, redact, and release applications, and search for list eligibility. The PT II will make public documents American Disability Act (ADA) accessible and will photocopy, scan, and file documents. Other duties include maintaining subject matter electronic files and documentation; and creating resource material binders. This position requires the ability to handle the more complex assignments.

A. RESPONSIBILITIES OF POSITION:**ESSENTIAL**

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|------|---|
| 45 % | Utilizes the Examination and Certification Online System (ECOS) to redact confidential information from applications, resumes, transcripts, etc. Assists with creating Job Controls, certification lists and contact letters. Scans and uploads hard copy applications and related documents into ECOS and reveals and releases applications from ECOS to hiring managers. Conducts research and analysis of Minimum Qualifications for eligibility of applicants ensuring reachability and eligibility for candidates; sends appropriate notices. Process outgoing and incoming mail by scanning in and/or distributing to the appropriate team members; process hand carried document's and ensure deliver to the appropriate team members; operate office machines, such as photocopiers, scanners, facsimile machines, voice mail systems and personal computers. |
| 25 % | Provides assistance to the general public regarding applications and basic trouble shooting with the state ECOS. Receives and screen incoming telephone inquiry calls and makes appropriate referrals to the team or respond appropriately; independently responds to requests for information as appropriate and directs them to the appropriate Hiring Unit team member for additional information; Provides assistance to the Examination Unit with mail and document handling; creating a chronological history of events; filing and records management; maintaining and ordering materials and supplies; responding to emails and applicant questions; document preparation and review; forwarding phone calls. |
| 15% | Provides customer support for the administrative roles in the Hiring Unit for specific programs such as ECOS, Weblog, and other similar programs. Assist team members when preparing to administer trainings, interviews, and meetings. This may consist of preparing documents and setting up room reservations. Acts as the team member note taker upon request. Keeps updated contact information such as team roster, team schedule, and personnel liaison listing. |
| 10% | Maintains internal filing systems in accordance with records retention guidelines. Ensures each file is complete and that filing methodology is updated and organized for efficiency. In accordance with established document archiving and destruction processes, purges old files to ensure compliance with statewide records retention requirements. Copies, scans, uploads and files various documents both manually and electronically and maintains hard copy files. May act as lead person to Personnel Technicians I engaged in subsidiary personnel management functions. |

Non-Essential

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| 5% | May be assigned to other projects as needed. Performs other duties as assigned by manager. |
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B. SUPERVISION RECEIVED:

Supervision is provided by the Supervisor I, in the Classification and Pay Section, the Personnel Technician II (Specialist) is required to be proactive and resourceful in completing assignments. The incumbent must also exercise good judgment and maintain confidentiality due to the sensitivity of documents that will be handled.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Personnel Technician II (Specialist) has contact with a wide variety of departmental employees.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential material and in imparting information to those you come in contact with could result in information being released to unauthorized persons in violation of the Government Code. This can cause risk to the Department and delays in the processing of bureau documents.

F. OTHER INFORMATION:

The incumbent must have excellent interpersonal communication skills and organizational skills; must be flexible and work well under pressure and must be dependable and adhere to their assigned work schedule.