



## DUTY STATEMENT

CURRENT     PROPOSED

RPA Number: 24-092/24-093	Classification Title: Program Technician II	Position Number: 835-4xx-9928-9xx
Incumbent Name: Vacant	Working Title: Call Center Staff	Effective Date:
Tenure: Limited Term (24-months)	Time Base: Full Time	Intermittent Hours Per Month:
Division/Office: Recycling/Certification & Registration	Section/Unit: Dealer Management Section/Participant Support Unit	Reporting Location: Sacramento
Supervisor's Name:	Supervisor's Classification: Supervising Program Technician II	CBID: R04
Confidential Designation:  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for Conflict of Interest:  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Position Telework Eligible:  <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Supervision Exercised:  <input checked="" type="checkbox"/> None <input type="checkbox"/> Lead <input type="checkbox"/> Managerial <input type="checkbox"/> Supervisory		

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

### General Statement

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.



### **Position Description**

Under the general supervision of the Supervising Program Technician II (SPT II), the Program Technician II (PT II) works in the Participant Support Unit, Dealer Call Center within the Dealer Management Section (Section) and is responsible for providing support, answering incoming inquiries via telephone, email, or other communication, and processing outgoing and returned mail. In addition, the PT II will utilize office equipment, the Division of Recycling Integrated Information System (DORIIS), and the Microsoft Office Suite daily.

### **Essential Functions (Including percentage of time):**

40% Respond verbally and in writing to incoming calls received in the Dealer Call Center and other incoming inquiries related to California's Beverage Container Recycling Program (BCRP) following established timelines using standardized information and a high level of customer service. Evaluate each call to determine appropriate level of assistance required, including transferring the more complex calls to the appropriate staff.

Educate dealers, consumers, and other interested parties regarding laws, rules, regulations, and policies pertaining to the BCRP. Access and research dealer accounts using established processes and procedures to respond to specific questions.

30% Assist with the handling of consumer complaints. Interpret and apply program laws, rules, regulations, policies and procedures in answering and responding to inquiries and addressing complaints from interested parties related to beverage retailers.

Review and log call data into DORIIS and other dedicated program resources using established policies and procedures.

25% Open, date stamp, sort, group, count, record incoming dealer registration applications and research returned dealer-related mail using DORIIS, DataAxle, and the USPS website to obtain address corrections for returned mail. Assist with preparing dealer mail-outs, such as addressing and stuffing envelopes.

Prepare and submit accurate daily workload status reports to Section management.

### **Marginal Functions (Including percentage of time):**

5% Perform miscellaneous duties to support the Participant Services Unit, Dealer Call Center or other dealer related activities as needed.

### **Typical Physical Conditions/Demands:**

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

### **Typical Working Conditions:**

The incumbent works on the 9th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work may be necessary during the year end closing process or when the department is mission tasked.



**Special Requirements of Position (Check all that apply):**

- Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- Duties require participation in the DMV Pull Notice Program.
- Performs other duties requiring high physical demand. (Explain below)
- Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- Other (Explain below)

**Explanation:**

**Supervisor Statement**

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date
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**Employee Statement**

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation\*.

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position?

- YES**       **NO**

Employee Name	Employee Signature	Date
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