

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (OT)

POSITION NUMBER:

800-811-1139-910

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

Care Provider Management Branch

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

Customer Service Unit 1

SUPERVISOR'S NAME:

Emma Franco

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)*

The OT is subject to fingerprinting and a criminal records check by the Department of Justice.
Supervision required.

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.

N/A

Total number of positions for which this position is responsible:

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

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Care Provider Management Branch (CPMB) is to ensure and promote the health and safety of each person in community care. Through the Guardian Management System, we serve, aid, and protect the most vulnerable persons associated to our agencies and registries by processing background checks that meet all State and Federal mandates in an equitable manner.

CONCEPT OF POSITION:

Under the close supervision of the Supervisor I, the OT performs a variety of administrative functions, such as but not limited to answering a high volume of incoming calls, utilize the case management system to answer questions regarding criminal record background check processes and referring calls to the appropriate person or program office.

A. RESPONSIBILITIES OF POSITION:

45% - Responding to Public Inquiries

Answer multi-line phone system and email box daily to provide direct support on processes and status' regarding background check applications for individuals associated to CCLD licensed facilities/agencies, established registries, engaged partners, and the general public.

40% - Administrative Duties

Provide general administrative support, such as but not limited to opening, sorting and distributing mail and faxes. Scan and upload documents into the case management system. Print and package mail correspondence for outgoing distribution. Data entry and resolution of unknown providers and/or duplicate case management IDs. Responding to email inquiries from regional offices and the general public. Type, review, proofread, and edit documents and correspondence. Compile information, create reports in excel, create PowerPoint presentations.

15% - CPMB Representative

Participate in special projects and meetings focused on improving timeliness, completeness, and quality of case processing. Participate as an integral member of a team environment to accomplish work assignments, objectives, and goals. Maintain desk manual. Perform additional duties as assigned to support program needs and objectives.

B. SUPERVISION RECEIVED:

The OT reports to and receives supervision from the Supervisor I. The OT is expected to keep his/her respective supervisor proactively informed of progress and potential problem areas.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The OT has frequent contacts with staff throughout CCLD. The OT also interacts with internal and external engaged partners, including public agencies and other governmental agencies. The OT may participate as a representative on various interdepartmental or interagency task forces and committees.

E. ACTIONS AND CONSEQUENCES:

The OT must exercise good judgment. Poor judgment/decisions can adversely affect the mission of CDSS to serve, aid, and protect needy and vulnerable children and adults. Failure to effectively carry out the duties and responsibilities of this position could result in violations of various laws, regulations, and codes governing CCLD and put vulnerable children and adults at risk.

F. OTHER INFORMATION:

The OT is expected to work cooperatively with team members to ensure the Branch is providing the highest level of service possible. Creativity and productivity are encouraged. The OT's efforts to treat others fairly, honestly and with respect are important to everyone who works at CPMB.

Operate a computer keyboard/terminal to complete assignments. Prioritize and organize workload to ensure time frames are met. Think logically, multi-task, apply laws, rules, regulations and to all work.

The Care Provider Management Branch exercises a hybrid work schedule as determined by the Department of Social Services. This is subject to change based on business needs.