

DUTY STATEMENT

Employee Name:	Position Number: 580-863-1139-909
Classification: Office Technician (Typing)	Tenure/Time Base: Permanent/Full-time
Working Title: Clerical Technician	Work Location: 2170 Northpoint Parkway Santa Rosa, CA 95407
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality Field Operations North Division	Branch/Section/Unit: Northern California Region Santa Rosa Satellite Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) 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 departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by entering complaints and entity reported incidents for all health facility types received by mail, telephone and fax; creating and generating weekly and monthly reports needed by the office to track workloads; typing and mailing correspondence to the facility and the complainants; entering and updating information in ELMS; ordering office supplies; ensuring that the state car mileage is obtained on a monthly basis; answering phone calls and providing information to the public; and entering and calculating HFENs work hours on a monthly basis.

The incumbent works under the direction of the Supervising Program Technician II.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☒ License/Certification: Typing Certificate
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Interprets and enters complaints and special incidents for all health facility types from complainants by mail, telephone, and in person. Keys information into the Automated Survey Processing Environment Software (ASPEN) Complaints/Incidents Tracking System (ACTS). Types and processes response letters to complainants; enters data, types correspondence, and follows-up for processing board referrals to other government licensing and/or certification regulatory agencies. Generates numerous facility reports in the Electronic Licensing Management System (ELMS) Facility Profiles, Citation Reports, facility reports for survey purposes, weekly and monthly reports for district activity, and updating; confirms update of facility administrators and director of nursing changes in ELMS and ASPEN Central Office (ACO); processes requests for facility listings and profiles.
- 30% Maintains office survey forms, supplies, and inventory. Processes and logs of office supply purchase requisitions; including contacting vendors for price/delivery. Processes shipments of office supplies, stores and conducts inventory, process service orders to Business Services and Accounting. Processes business card orders for applicable staff. Ensures office's state vehicles are signed out by individual staff and returned; ensure each vehicle's mileage log is updated and the monthly mileage report to Department of General Services (DGS) is completed within the required timeframe; ensure all routine maintenance of each vehicle is accomplished.
- 15% Processes surveys for all health facility types (Skilled Nursing Facilities, Intermediate Care Facilities, General Acute Care Hospitals, Home Health Agencies, Surgical Clinics, Acute Psychiatric Hospitals, etc.). Responsible for all areas of processing, including typing appropriate cover letters for surveys and intakes. Scans, copies, redacts, and mails a variety of documents to various recipients. Assembles complaint and survey packets for entry into ACO and processes initial licensing and certification survey packets and applications. Sends information to other agencies/sections, such as Center for Medicare and Medicaid Services (CMS) and/or Provider Certification Section.

- 15% Collects, calculates, inputs, and processes Health Facilities Evaluator's' weekly timesheets into Excel; emails report to appropriate Licensing & Certification (L&C) staff. Works with L&C staff when applicable for program and procedure changes. Types general correspondence, memos and/or forms; filing and photocopying; process incoming mail and faxes.

Marginal Functions (including percentage of time)

- 5% Performs other duties as assigned.

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

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: TM

Date: 7.14.26