

State of California
California Housing and Homelessness Agency
California Department of Housing and Community Development

DUTY STATEMENT

Division: Division of Codes & Standards
Unit: Field Operations- Northern Area Office (NAO)
Position Number: 401-835-9928-003 (PS 1618)
Classification: Program Technician II
Working Title: Program Technician II - Permit Specialist
HQ Location: Northern Area Office- Sacramento County
Incumbent: Vacant
Effective Date: TBD

Department Statement: You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

Job Summary: Under the general supervision of the Supervisor I, working in the Division of Codes and Standards' (C&S) Northern Area Office, the incumbent is responsible for reviewing laws, regulations, and policies pertaining to the Mobilehome Park Program in the Area Office. The Program Technician II is responsible for responding to public telephone calls, mobilehome park fee collection, and tracking other information as directed. The technician interacts with the public daily for questions and issues related to the Mobilehome Parks Act. Working hours are Monday - Friday, 8 AM to 5 PM. The incumbent responds to questions from the general public and/or mobilehome park owners/managers.

% of Time	Essential Functions:
35%	<u>Divisional On-Line System</u> - Utilize the Codes and Standards Automated System 2.0 (CASAS 2.0) and Codes and Standards Online System (C&S OS)/Salesforce to maintain data on applications and transactions. Enter and retrieve data from construction permit applications in CASAS 2.0 and C&S OS/Salesforce in accordance with established procedures; Review and verify updated information of data keyed into CASAS 2.0 and C&S OS/Salesforce; Interpret and apply procedures established for the use of CASAS 2.0 and C&S OS/Salesforce.
35%	<u>Assisting the Public</u> - Communicate and correspond with the public and members of the mobile home industry at the public counter, by telephone and/or via written correspondence regarding permitting requirements and processes, and file information subject to the Mobilehome Parks Act, Special Occupancy Parks Act, and the Manufactured Housing Act. Review construction permit applications for

completeness and accuracy in conjunction with correspondence to determine necessary action; independently review and resolve difficult construction permit application issues; date-stamp incoming business documents, and process document mailings and move inter-office documents from one location to another. Maintain and update mobilehome park construction, accessory structure, manufactured home installation, earthquake resistance bracing systems and other related construction files.

15% Coordination - Coordinate with Legal Assistance Division (LAD) to research and pull requested documentation for Public Records Act (PRA) requests to provide to LAD.

10% Cashiering - Accept money for applications and transactions, requiring cashiering, consolidation of bank entries, verification of bank entries, refund money, approve refunds, correct, or change payments and handle dishonored checks.

% of Time Marginal Functions:

5% File general office documents, invoices, penalty notices and other work as directed. Performs other job-related duties as assigned. Other related duties as assigned.

Special Requirements: (Define all that apply)

Travel: Up to 5% travel may be required

Supervision Exercised: None

Conflict of Interest (COI): Form 700 reporting required

Background Check: The position requires a DOJ/FBI Live Scan approval as a condition of employment.

Bilingual, specify language: None

License/Certification: None

Medical Clearance: None

Other, please specify: None

Physical Requirements: The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods.

Working Conditions (In Office): The incumbent works in an office setting that is air conditioned and may be in a high-rise building with elevator access, cubicle, or office with natural and artificial lighting.

Working Conditions (Telework): The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Departments Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

Administrative Responsibility: None

Personal Contacts: The incumbent will serve as the main contact between the assigned Codes and Standards Division activities and a wide variety of internal and external stakeholders serving the public and mobilehome industry.

Consequence of Error: The incumbent will be required to exercise expert judgment, and offer expert consultation to multiple levels of employees within the Department. Lapses in judgment could result in improper information being implemented into the PS HCM system, errors within the PeopleSoft programming, employees having incorrect leave taken from their leave balances causing staff to have over payments. Development of poor departmental policy recommendations which could reflect badly against executive management.

Diversity, Equity, and Inclusion: All employees at HCD are expected to uphold the values of diversity, equity, and inclusion (DEI), which includes being committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat others with respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

Equal Employment Opportunity: All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

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.

Employee Name: _____ Date: _____

Employee Signature: _____

I confirm that this duty statement accurately describes the main duties of this position. I have discussed the duties and given a copy of this statement to the team member mentioned above.

Supervisor Name: _____ Date: _____

Supervisor Signature: _____

*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.