

DUTY STATEMENT

Employee Name:	Position Number: 580-860-9928-015
Classification: Program Technician II	Tenure/Time Base: Permanent/Full-Time
Working Title: Intake Technician	Work Location: 1615 Capitol Avenue, Sacramento CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Center for Healthcare Quality, Licensing and Certification Division	Branch/Section/Unit: License Renewal & Certification Branch, Administration Section, Provider Intake Unit

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 performing a variety analytical tasks related to enforcing licensing and certification standards in accordance with State, Federal, and local laws and regulations. The incumbent will be responsible for technical support for the review and processing of initial licensing, Change of Ownership (CHOW), and Report of Change (ROC) applications. The incumbent will perform assignments associated with licensing activities, multiple data systems entry, and customer service assistance to health care providers, State and Federal entities and the general public. The Program Technician II (PT II) performs program specialist work at the journey level.

The incumbent works under the general supervision of the Supervising Program Technician II (SPT 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:
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Reviews all CAB mail, including health care facility application packets submitted by providers to determine the facility and application type, following the procedures given, enter required information into the Electronic Licensing Management System (ELMS), initiating an application for CAB analysts to process. Set up a facility folder for each application packet received and entered into ELMS. Distribute application packets to the appropriate CAB units. Research and interpret detailed technical information and documents pertaining to the State and Federal licensing and certification, process or forward to the appropriate staff accordingly. Receive application fee checks, update ELMS, and forward the check to the Fiscal section for deposit. Generate and save a daily check report for the supervisor to reconcile all checks received. Scan and upload completed application packets into ELMS, package and send approved or denied applications to the appropriate CHCQ District Office. Pick up and Drop off CAB mail to the CDPH mail room designated for CAB, mailing application packets, packages and other CAB mail following the CDPH mail policies, using the United States Postal Service (USPS), Federal Express (FedEx), or General Logistics System (GLS).
- 25% Reviews all provider inquiries emailed to the CAB inbox, calls and voicemails received from the CAB main phone line, respond to the provider inquiries regarding the Initial/CHOW/ROC application process and/or status of submitted application packets or forwards inquiry to the appropriate unit for more detailed explanation. Receive email address updates from health care facility Administrators or Licensee and update ELMS accordingly. Maintain a general knowledge of the Title 22 California Code of Regulations (CCR), Health and Safety Codes, Licensing and Certification (L&C) Policies and Procedures Manual, and the ELMS Manual.
- 20% Maintains CAB supply inventory and procure supplies as needed. Communicate with CAB to request supplies needed, communicate with supply vendors to request quotes, complete all required procurement documentation following the CDPH Purchasing Manual, update internal logs with supplies purchased, and create an electronic procurement request in the CDPH Contracts and Procurement System (CAPS) for approvals. Receive all CAB supplies, reconcile goods received with the approved purchase order, and distribute supplies to staff. Manage assets, maintain an inventory of all computer equipment (i.e. monitors, keyboard, mouse, laptops), ergo equipment, and chairs, documenting what staff are issued and the location of each item.

- 15% Compose letters and general correspondence. File and purging files according to the approved record retention schedule. Schedule confidential bin and surplus pick-ups. Act as the liaison with the CHCQ Business Services Unit regarding CAB maintenance and telecom issues. Submit badge access requests for new staff or updated requests. Pick up live pay warrants and distributes to staff. Document the toner levels for CAB copiers and requests for replacement toner and maintenance as needed.

Marginal Functions (including percentage of time)

- 5% Performs other work- related duties as required. The incumbent may act in a lead capacity in the absence of a supervisor.

☐ 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: 7/17/26