

Duty Statement

Department of Managed Health Care

OFFICE: Office of Administrative Services	EFFECTIVE DATE:
CLASSIFICATION: Office Technician	DATE APPROVED: July 24, 2026
POSITION: 409-621-1138-015	TELEWORK DESIGNATION: Office-Centered
WORKING TITLE: Mail Technician	

DEPARTMENT OBJECTIVE:

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Administrative Services (OAS) is responsible for providing all administrative support services to both internal and external DMHC customers, including human resources, labor relations, training, accounting, budgets, fiscal forecasting, facilities management, business services, contracts, procurement, organizational effectiveness and improvement, business continuity planning policies management, and strategic planning. These services support the health care delivery system by ensuring DMHC program units have the resources, services and tools required to fulfill their duties on a day-to-day basis.

GENERAL DESCRIPTION:

Under the direction of the Supervisor I, Business Services Section, the incumbent performs functions to include centralized and mail support services for the Department's Business Services Unit (BSU).

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

<u>PERCENTAGE</u>	<u>JOB DESCRIPTION</u>
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Essential (E)/Marginal (M)

50% (E)

Assists in receiving and processing all incoming and outgoing mail. Open and prepare mail for scanning; scans incoming mail to the appropriate offices using Department multifunction devices. Files mail appropriately to ensure future access. Monitor the department mailbox for outgoing mail to be printed, stuffed, and metered. Ensures equipment is maintained in good working condition. Monitors postage meter account for sufficient funds and submits approval documentation to add funds. Ensures the adequate amount of supplies to run the mail equipment are on hand at all times. Perform daily external mail pick-up and deliveries to outside entities, including the post office and other state buildings.

20% (E)

Reviews invoices related to the procurement of goods and services for accuracy and submits them to the reporting supervisor for approval. Enters purchase order information into the computerized system to procure and contract out for the maintenance and rental of all mail equipment, the purchase of supplies needed to operate mail equipment and contracting out for courier services. Receives supply orders and compare incoming shipments with packing lists, purchase orders or other records; examines incoming shipments for damage or shortages; completes paperwork or forms for documentation to include data entry of packing slip information into receiving software. Communicates in person, by phone, email, and through virtual communication platforms, including drafting correspondence and responding to inquiries.

10% (E)

Scans a variety of documents, files and records including, Health Plan licenses and applications, contracts and procurements and personnel files utilizing Department multifunction devices. Files scanned documents within the appropriate shared folders for access by various program staff. Assist offices with scanning and purging documents in accordance with the Department's Records Retention Schedule and retrieve Health Plan Files upon request.

5% (E)

Interact with department staff to retrieve documents and issue supplies upon request. Documents equipment type, serial numbers, and asset tag numbers when staff are scheduled to pick up or return equipment.

5% (E)

Assists with business service requests, such as, but not limited to, reproduction requests received from department staff for copying, making tabs, hole punching, spiral binding, laminating, and placing materials in binders, as well as facility requests to configure conference rooms.

- 5% (E)** Monitors and replenishes office supply inventory which includes coordinating with staff to gather specific requests. Ensures paper is fully stocked in storage area and that copiers are supplied as needed. Checks the contents of paper shredder for fullness.
- 5% (M)** Performs a variety of other administrative duties as required, which may include miscellaneous special projects as assigned by management.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

Have knowledge of modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Have the ability to perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and

maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent 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 departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT
DMHC 62-137 New: 12/04 Rev: 10/2025

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date