

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Program Technician

POSITION NUMBER:

888-9927-002 – Proposed

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

Community Care Licensing Division

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

El Segundo Children's Residential Regional Office

SUPERVISOR'S NAME:

Nadia Huh

SUPERVISOR'S CLASS:

Office Services Supervisor II (OSS II)

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)

Subject to fingerprinting and criminal record clearance by Department Of Justice and Federal Bureau of Investigation

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.

None

Total number of positions for which this position is responsible: N/A

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

N/A

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under close supervision of the Office Services Supervisor II (OSS II) or Licensing Program Manager II (also known as the Regional Manager), the Program Technician (PT) performs program specialist work involving the operation of a licensing Regional Office. The PT reviews and/or processes forms and files of a semi-technical nature associated with specialized departmental program.

A. RESPONSIBILITIES OF POSITION:

45% Logs and maintains facility files; maintains office legal files and inputs office legal/Administrative Action updates, Supplemental Personal History, Decisions and Orders, Employee Exclusions, and maintains logs and other related controls in the Field Automation System, Licensing Information System and Legal Actions folder. Ensures that information logged is accessible by others and/or to allow for further processing. Processes and collects Civil Penalties and application fees. Processes applications for licensure.

15% Types and processes letters, reports, control mail, and other time sensitive correspondence for the analysts, supervisors, and managers. Processes incoming mail including confidential materials (e.g., receive, open, date/time stamp, log, sort) to properly distribute various materials using letter opener, date/time stamp machine, sorter, etc., to appropriate staff for review.

15% Orders supplies, regulations, licensing forms, and inventory for the office as needed. Logs and maintains records of all equipment and maintenance of cell phones for analysts. Operates various office machines and equipment (e.g., photocopier, fax, personal computer, etc.) to complete assigned duties following verbal and/or written instruction. Troubleshoots and maintains printers, copiers, fax, and postage machine.

10% Acts as receptionist and is responsible for caseload duties as needed. Acts as back up for other support staff which may include retrieving office statistical reports such as monthly workload volume statistics, personnel reports and other monthly summary reports. Maintains forms library, creates, revises forms as needed.

10% Acts as lead user and staff trainer for implementation of the various computer applications (Licensing Information System, Complaint Database). Maintains common libraries, serves as System Administrator and acts as Training Liaison with Regional office. Maintains files and records to monitor and track resources, licensees and work activities. Creates log-in names for new employees.

5% Other special projects as assigned by management such as but not limited to scheduling meetings and preparing orientation packets.

B. SUPERVISION RECEIVED:

The LPM II or Office Services Supervisor II directly supervises the PT. Many of the duties are defined in procedure but the PT must use personal judgment in completing tasks. The PT is the lead in the operation of Office Automation and the Licensing Information System.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The PT will deal with various regional office staff as well as representatives from other agencies and public contacts.

E. ACTIONS AND CONSEQUENCES:

Failure to exercise judgment on sensitive information could result in delays of legal and administrative actions.

F. OTHER INFORMATION:

The PT must be able to work in a team setting, have good interpersonal communication skills and work under pressure.