



DUTY STATEMENT

☐ CURRENT

☒ PROPOSED

RPA Number: 25-327	Classification Title: Supervising Program Technician II	Position Number: 835-410-9925-920
Incumbent Name:	Working Title:	Effective Date:
Tenure: Limited-Term (24-months)	Time Base: Full-time	Intermittent Hours Per Month: N/A
Division/Office: Recycling/Certification & Registration Branch	Section/Unit: Dealer Management Section/ Dealer Support Unit/Dealer Call Center	Reporting Location: 1001 I Street, Sacramento CA 95814
Supervisor's Name: Josh Ryan	Supervisor's Classification: Supervisor I	CBID: S01
Confidential Designation: ☐ YES ☒ NO	Designated Position for Conflict of Interest: ☒ YES ☐ NO	Position Telework Eligible: ☒ YES ☐ NO
Supervision Exercised: ☐ None ☐ Lead ☐ Managerial ☒ Supervisory		

Human Resources Use Only:

HR Analyst Approval:

Date:

General Statement:

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

Position Description:

Under general direction of the Supervisor I, the Supervising Program Technician II (SPT) supervises, plans, organizes and directs technical staff to complete the tasks and responsibilities in the Dealer Call Center (DCC) within the Dealer Support Unit. The DCC works with beverage dealers and other interested parties in the Beverage Container Recycling Program (Program) in accordance with the California Beverage Container Recycling and Litter Reduction Act (Act) and Title 14 of the California Code of Regulations (Regulations) to provide call center services related to beverage retailers. The SPT is responsible for recruiting, training, staff development, and guiding staff to complete the tasks and responsibilities associated with the DCC. The SPT will coordinate the development of work procedures and products of the DCC.



The incumbent may be required to independently travel overnight to program sites and events. Incumbent must have and maintain a current valid California driver's license, be able to travel via various means of public transportation methods, including, but not limited to commercial airlines, public shuttles, shared rental cars, etc. and participate in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

Essential Functions (including percentage of time):

- 35% Direct, plan, monitor, organize, coordinate and oversee the functions and workload of the DCC technical staff to ensure accuracy and completion of beverage dealer related activities per the Act and the Regulations, including coordination and prioritization of workload in the DCC. Some of these duties will require in-person presence.

Track staff assignments to ensure proper and timely handling of work assigned. Oversee the work products and functions of the DCC. Assess workload and performance of assigned technical staff to ensure consistency, appropriate quality, and quantity of work product are in compliance with State and Federal laws, regulations, and policies. This includes the achievement of Departmental goals and objectives in regard to the DCC. The duties listed require the incumbent to drive for state business to perform the job tasks. Some of these duties will require in-person presence.

- 25% Implement policies and procedures for the DCC under the direction of the Supervisor I. Respond or assist staff to respond both in writing and via telephone to inquiries from city and county officials, supermarket contacts, beverage dealers and consumers regarding dealers, redemption obligations or options, and compliance requirements. Coordinate and ensure the timely resolution of problems with callers at the lowest possible level, and directly handle the more sensitive complaints and disputes, as needed. Some of these duties will require in-person presence.

Provide technical and subject matter assistance in the development of the CalRecycle Integrated Information System and other division-wide/departments-wide improvement efforts related to DCC cases. The duties listed require the incumbent to drive for state business to perform the job tasks. Some of these duties will require in-person presence.

- 25% Coordinate with the DOR liaison to recruit for DCC vacancies by drafting the appropriate documents including preparing the Request for Personnel Action, screening and interviewing candidates and completing the hiring process. Perform succession planning by providing cross training to all DCC staff to ensure tasks are performed without disruptions in the event of staff absences or DCC vacancies.

Evaluate and counsel staff regarding their performance, provide ongoing feedback and complete annual Performance Appraisals and probationary reports when applicable. Consult with Program management and Human Resources to request appropriate commendatory or disciplinary action when staff has performance issues. Some of these duties will require in-person presence.

Communicate with staff regarding procedures and update other Program staff as needed. Conduct and attend regular staff meetings to provide information, resolve problems and discuss new procedures. Generate and provide information for monthly statistical reports to the



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Supervisor. The duties listed require the incumbent to drive for state business to perform the job tasks. Some of these duties will require in-person presence.

- 10% In consultation with Dealer Support Unit, Dealer Management Team 1 and Team 2, formulate procedures and policies for the DCC based on the needs of the Program. Solicit input from staff to review and identify DCC process improvement opportunities.

Lead staff in compiling dealer notices and contact history in response to requests from Legal Office and requests pursuant to Public Records Act. Lead and direct staff in preparing dealer mail-outs and processing returned mail using established procedures.

Marginal Functions (Including a percentage of the time):

- 5% Lead staff in completing special assignments or projects related to dealers when requested.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods. Ability to lift 15 pounds, bend, and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:

The incumbent works in a high-rise office building in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work, may be necessary during the year. Travel may be required locally and within the state.

Special Requirements of Position (Check all that apply):

- ☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☒ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Other (Explain below)

Explanation:



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Supervisor Statement

Incumbent:
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I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Employee Name	Employee Signature	Date