

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

☐ **CURRENT****Department Statement:**

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
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DFW DIVISION/BRANCH/REGION/OFFICE License and Revenue Branch	POSITION NUMBER (Agency-Unit-Class-Serial) 565-012-9928-905
UNIT NAME AND LOCATION Sacramento	CLASS TITLE Program Technician II
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial) 565-012-9928-905

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS:

Under the general supervision of the Supervising Program Technician II, the incumbent serves as a vital member of the License Sales Unit (LSU) within the License and Revenue Branch (LRB), performing the more difficult program specialist work involving administrative, technical, and customer service functions. Utilizing Internet Point of Sales (IPOS) terminals, the incumbent processes licenses, permits, and entitlements in compliance with the Fish and Game Code (FGC), Title 14 of the California Code of Regulations (CCR), and other legal requirements. Responsibilities also include reviewing intricate applications, handling payments, reconciling sales, and assisting both internal staff and the public with licensing inquiries, supporting the Automated License Data System (ALDS), updating customer records, verifying hunter education completion, and resolving purchasing issues, while referring complex legal interpretations to designated personnel. Additionally, the role involves running exception reports through the State License Matching System (SLMS), verifying data from the Department of Child Support Services (DCSS), and preparing notifications for non-compliant individuals.

PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)
40%	<u>ESSENTIAL FUNCTIONS:</u> Utilize Internet Point of Sales (IPOS) terminals to issue over 500 types of special licenses, permits, Private Lands Management (PLM) tags, and other entitlements received by mail, secure electronic file sharing, and fax in accordance with the requirements and guidelines of Fish and Game Code (FGC), Title 14 of the California Code of Regulations (CCR), and other state and federal requirements. Review and process detailed technical applications and forms associated with multiple departmental programs, including receiving and processing credit card and check payments, accepting applications for licensure for a multitude of programs, review applications for completeness, and refer applications to the unit supervisor for review when appropriate. Reconcile daily and weekly license sales to ensure accurate, timely, and compliant issuance and processing.
40%	Respond to public inquiries through verbal and written correspondence to provide courteous, accurate, and legally compliant assistance related to licensing administered by the CDFW. Provide clarification to more difficult licensing and permit requirements, assist other License Sales Unit staff with review and research of

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PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)	
	customer records, process requests for hunter education verification, create new customer profiles, retrieve electronic customer records, and update customer information in CDFW's Automated License Data System (ALDS). Assist and guide internet license sales customers with more difficult license purchases and redemption of lifetime fishing and hunting licenses. Sections of FGC and Title 14 of the CCR may be referred to when interacting with customers, but if interpretation of laws is necessary or complex questions arise, refers items to appropriate CDFW personnel.	
10%	Run and review exception reports for the State License Matching System (SLMS). The ALDS will match the Absent Parent Master File (APMF) provided by the Department of Child Support Services (DCSS) and generate a list of individuals that are not in compliance with DCSS requirements. Verifies release status from DCSS and prepares letters notifying licenses of temporary license status and delinquent child support status.	
10%	<u>NON-ESSENTIAL FUNCTIONS:</u> Performs administrative tasks, attends career development training programs and seminars as appropriate, and completes assigned tasks within or outside of the assigned unit to contribute to the achievement of LRB goals and objectives. <u>WORKING CONDITIONS:</u> Requires the use of a computer, keyboard, and mouse for several hours a day and answering phones on a continuous basis. Involves sitting most of the time but may involve walking or standing for brief periods.	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
PRINT SUPERVISOR'S NAME		SUPERVISOR'S SIGNATURE
		DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.		
PRINT EMPLOYEE'S NAME		EMPLOYEE'S SIGNATURE
		DATE