

DUTY STATEMENT

Employee Name:	Position Number: 580-015-1139-004
Classification: Office Technician (Typing)	Tenure/Time Base: Permanent / Full Time
Working Title: Office Technician	Work Location: 1415 L Street, Suite 630 Sacramento, CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Office of Compliance	Branch/Section/Unit: Equal Opportunity and Operations Branch / Operational Services Section / Support and Accountability 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 providing administrative and operational support to the Office of Compliance (OOC), which is comprised of the Audit and Accountability Branch and the Equal Opportunity and Operations Branch.

The incumbent works under the general direction of the Support and Accountability Unit (SAU) Staff Supervisor I and performs a variety of administrative and operational duties for OOC. The Office Technician (OT) prepares and processes correspondence, reports, and technical documents, data entry, places orders for equipment and supplies, processes invoices, proofreads and formats

documents, schedules and proctors recruitment interviews, and addresses facility needs. The OT also processes incoming and outgoing mail/packages, and organizes, supports, and maintains OOC's administrative files, technical reports, supplies/inventory, and emergency planning and protocol processes, along with being the liaison and contact for the office for in-office needs, acting as OOC's Attendance Coordinator, answering the phone and office admin and operations email inbox providing information to the public, and building and maintaining relationships and collaboration with team members within the office and across the department.

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: Valid typing certificate is required
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Reviews, edits, proofreads, and evaluates correspondence and administrative documents for accuracy, proper format, grammar, consistency, and compliance with writing and style guide best practices and administrative policy and procedures on all documents. Maintains and handles the most sensitive and complex files to ensure compliance with Record Retention Schedule; processes routine, confidential, expedited, and routed material generated by the staff requiring a thorough knowledge of procedures and policies of the Department, Agency, and administration. Researches and supports processes procedural functions related to internal policies and procedures (Human Resources, Accounting and Budgets, Business Services, etc.), such as preparing and writing clear and comprehensive documents, applying office policies and procedures, and gathers background material from various sources for the staff. Serves as primary liaison for the processing of Director and Secretary Action Request submissions through the Department's online administrative portal. Uses Microsoft Office applications and assists with ensuring ADA compliance of OOC documents and webpages.
- 25% Organizes and maintains existing technical, report, and administrative file systems, files materials in appropriate file, maintains up-to-date index and keeps most current forms on hand along with standard operating procedures and desk manuals. The incumbent handles the most sensitive and confidential mail. Receives, screens, and processes incoming correspondence from the public, medical community, outside control agencies, and CDPH employees. This includes logging and creating files for discrimination, harassment, workplace violence and whistleblower complaints. Makes determination and uses sound judgement on whether correspondence requires the attention of the Deputy Director, Branch Chiefs, Section Chiefs, or Unit Managers, or whether the OT's own knowledge is sufficient for a reply, or if a referral to another staff member is necessary. Reviews outgoing correspondence prepared by other staff for the Deputy Director's signature for consistency with administrative policy, including format, grammatical construction, and clerical errors. Greets and screens visitors and completes scheduling and proctoring activities (including hiring/recruitment interview processes) and sensitive and complex telephone calls to the main phone line, from the public, medical community, outside control agencies, and

CDPH employees involved with or inquiring about complaints.

- 15% Reviews office files for record retention compliance and purges files accordingly. Notifies management of performance report due dates and updates log to ensure timely submission. Oversees and manages the OOC's inventory of all state equipment, supplies and furniture; retains a centralized asset management database, and regularly inventories and tracks that all items are accounted for. Tracks the Office's centralized asset management of state equipment, furniture, or office supplies. Works with building management, CDPH Program Support Branch, and OOC Management and Leadership supporting any facility issues. Reports, maintains, and supports the emergency planning and protocol processes in the office to help ensure health and safety in the office.
- 10% Serves as the attendance coordinator. Collects and coordinates the necessary forms from employees and management and submits to the Human Resources Division (HRD). Answers routine questions and refers all technical/complex questions and issues of contract interpretation to the HRD. Verifies all timesheets are submitted for all OOC staff; reports intermittent hours to HRD; reports dock and AWOL time to HRD at cutoff and report late dock thereafter; reports additions and separations of employees in reporting unit; and confirms with HRD which employees are on leave of absence or have returned from a leave of absence.
- 10% Generates, processes, and tracks staff travel claims, invoices, purchase orders (PO), contracts, and service order (SO) requests following appropriate policies and procedures. Resolves issues regarding the processing of travel claims, invoices, POs and SOs. Functions as the point of contact for all office supply orders. Supports the OOC SAU team with training coordinator duties and assists with submission of training certificates. Monitors stock of standard supplies and coordinates special order requests. Maintains supply inventory; develops and maintains a schedule for usage to facilitate timely ordering of supplies. Responsible for ensuring shared printers and copiers are well stocked with toner, paper, and other supplies as needed. Creates IT tickets upon computer-related technical issues that may arise. Prepares purchase requisitions for office supplies and subscriptions into the Department's database system. Works with staff to ensure receipt of all necessary paperwork to process purchase requisitions.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as required, including assisting in the maintenance of OOC internet and intranet pages.

☐ 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: Skip Thomas

Date: 08/31/2026