

DUTY STATEMENT

Employee Name:	Position Number: 580-221-9928-022
Classification: Program Technician II	Tenure/Time Base: Permanent/Full-Time
Working Title: Vital Records Request Processing Technician	Work Location: 3701 N. Freeway Blvd., Sacramento, CA 95834
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Vital Records and Statistics Division	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section Issuance Unit Production Group Certificate Processing Team

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 performing the more difficult program specialist work as a member of the Vital Records Issuance Branch for the Certificate Processing Team (CPT).

The Program Technician II (PT II) assists with the review and evaluation of all incoming requests for vital records and certified copies of vital records to determine and initiate appropriate disposition. The

incumbent will assist in duties of a technical nature in scanning, batching, imaging, searching, document retrieval of records from film, printing to security banknote paper, and quality checking of vital records to ensure compliance with State policies as reflected in statute, regulations, and office procedures. This is the journey level technician class. Up to 5% travel may be required.

The incumbent works under the general supervision of the Supervising Program Technician II, Supervisor of the CPT.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 30% Sort and open incoming mail, then proceed to batch, scan, and handle applications. Thoroughly review and evaluate all incoming requests for certified copies and amendments to vital records and determine and initiate appropriate disposition. Assign Request Tracking Number (RTN) to each request using computerized numbering system, then enter and scan requests into the Center Request Tracking System (CRTS). Determine acceptability of certificates and requests in reference to the California Government Code and Health and Safety Code. Verify appropriate State forms are included and completed correctly in the database. Properly key information from customer requests into CRTS to ensure that all requests are processed efficiently, fees are accurately collected, and the overall workflow remains organized and auditable. Verify supporting documents, update records as requests progress, and communicate with other units or the requestor to clarify or resolve discrepancies. Provide written and/or verbal correspondence to the public regarding vital record requests, including status inquiries and rejected requests. Perform special projects and assignments, including Local Office Copies (LOC) requests, fee-exempt requests (such as state emergencies, child support, and veterans), contract requests, content orders, and other program-related projects, as assigned.
- 30% Use information from CRTS and the CPT to initiate the process for making certified copies of vital records. Operate specialized equipment and secure digital imaging systems to retrieve and produce certified copies of vital records. Print vital records onto assigned banknote security paper. Follow established security and accountability protocols when handling banknote security paper including logging usage; voiding damaged, unusable, or incorrectly printed banknote paper; and reconciling all banknote paper used. Ensure the barcode on the banknote paper is matched (assigned) to the barcode on the original request. Conduct quality assurance checks on completed certified copies to verify proper barcode assignment and ensure vital record information is consistent with the original request. Identify discrepancies and report issues to supervisor for resolution.

- 30% Conduct manual searches for vital records that are not initially identified by the CRTS database using various record media and resources, including books, slips, Soundex indexes, paper certificates, microfilm, microfiche, and other historical record formats. Operate microfilm reader cameras to search for and retrieve vital records maintained on microfilm and microfiche. Use PaperPort or other appropriate software to retrieve, view, and prepare vital record images for production, including performing necessary image adjustments to ensure proper formatting and print quality. If the record is located, print out the record. If a record cannot be located, send a certificate of no public record to the requestor. Maintain and search indexes for document filing, identification, and retrieval. Verify information in CRTS with the printed copy of the record to ensure accuracy.
- 5% Travel to Local Assistance Centers (LACs) and Disaster Recovery Centers (DRCs) to assist residents with replacing vital birth, death, and marriage records that are lost or inaccessible due to natural disasters. Provide residents with resources on how to obtain other vital documents such as passports, social security cards, and driver's licenses.

Marginal Functions (including percentage of time)
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- 5% Perform other work-related duties as assigned.

☐ 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: HH

Date: 9/3/26