

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

TBD

CLASSIFICATION:

Program Technician II

POSITION NUMBER:

800-967-9928-910

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

Disability Determination Service Division/Glendale Branch

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

Operations Support Bureau

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Disability Evaluation Services Administrator I

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)

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.

Total number of positions for which this position is responsible:

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

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, protect, and support the people of California experiencing need in ways that empower wellbeing and disrupt systemic inequities.

CONCEPT OF POSITION:

Under the supervision of the Operations Support Bureau Chief (DESA I) or Administrative Services Section Chief (OSS II), the incumbent performs highly technical work related to the payment of bills which may amount to over a million dollars in payment per year. The predominant duties of this position require a thorough and detailed knowledge of the appropriate laws, rules, and regulations pertaining to program policy and Federal and State tax reporting requirements.

A. RESPONSIBILITIES OF POSITION:

40% Performs computer audit of services bills for consultative examinations and medical evidence of record. Audits service bills for taxi service, claimant travel, interpreter services, and photocopy company services. Contacts Line Analysts to resolve questionable report information, etc.

25% Works with medical community to resolve billing problems. Researches through computer and hard copy records to determine prior payments. Corrects payment as needed. May recontact medical source to discuss resolution. Consults with Professional Relations Specialist on the most complex issues.

20% Works with CSSB vendor maintenance staff to assure proper tax information is available for remit vendor entries.

10% Prepares fiscal reports for Branch use and as requested by Central Support Services Branch.

5% May work on special projects identified by management (i.e. assists other Operations Support Bureau personnel).

B. SUPERVISION RECEIVED:

Receives direct supervision from the Operations Support Bureau Chief (DESA I) or Administrative Services Section Chief (OSS II) or through subordinate lead personnel.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

Duties involve frequent contact with all vendors. Employee also has contact with Branch and Division administrative personnel and may receive direction from DEA III's in Operations Support Bureau. Vendors contacting this unit are frequently angry due to payment problems or delays in payments. Incumbents must handle these situations with considerable tact and poise.

E. ACTIONS AND CONSEQUENCES:

This is a key position that is responsible for the transfer of funds from the treasury to program vendors. Lack of knowledge/skill in performing these functions can result in inappropriate/fraudulent payment, loss of vendors, financial penalties from taxing agents and adverse publicity.

F. OTHER INFORMATION:

The incumbent may be assigned other duties in the Operations Support Bureau necessary for workload. The incumbent's case-related activities require the use of a special computer application utilized by Disability Determination Service Division for case processing. Case files may be paperless and require processing by computer including reading and keying in of information. Uses computer to read and send e-mail messages.

Case Adjudication Bureau – Program Technician II (PT II)



 Disability Determination Service Division, Case Adjudication Bureau

 We have offices throughout California including Sacramento, Roseville, Stockton, Fresno, Glendale, Covina, Oakland, Los Angeles, San Diego, La Jolla, and Rancho Bernardo.

Who are we?

The Disability Determination Service Division (DDSD) is an empowered team of caring people who set the standard for the nation in providing quality services. Everything we do will serve to build respect and trust in the California DDSD. Our twelve production branches are responsible for processing disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and/or Medi-Cal Disability programs. We also have the Central Support Services Branch involved in providing systems and administrative support to our adjudication branches.

We recognize our staff are critical to delivery of services to disabled Californians. We believe in investing in our people, learning from one another, and truly caring about the people we work with by supporting flexible work schedules and seeking innovative strategies to improve our program's outcomes.

What will you do?

We are seeking line staff who are passionate about furthering the Department's mission. You will:

- Perform highly technical work related to disability claims to secure medical documentation for applicants and ensuring claims are accurate and complete.
- Perform fiscal services to make sure medical records and examinations are scheduled and paid for.
- Collaborate within a self-directed adjudication team and medical staff on claims processing.
- Consult with management and team members on team efficiency and claimant concerns.

What you bring to the table:



Compassion

Passion for helping others.



Teamwork

Dedication to working in a team environment.



Detail Oriented

Ability and desire for efficiency.

Other desired qualifications:

- Self-motivated
- Attention to detail
- World class customer service to internal and external stakeholders
- Able to interpret policies and apply them to a situation

LIST OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present two selections from List A

or a combination of one selection from List A and one selection from List B.

Employees may NOT use one selection to establish both Identity and Employment Authorization

LIST A Primary Source Documents and Potential Secondary Source Documents	And/Or	LIST B Secondary Source Documents
1. U.S. Passport or a U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign Passport 4. Employment Authorization document that contains a photograph (Form I-766) 5. Driver's license or ID card issued by a State or possession of the United States, provided it: a. Contains a photograph b. Does NOT carry the notation "FEDERAL LIMITS APPLY," NOT ACCEPTABLE FOR OFFICIAL FEDERAL PURPOSES," or other similar notation that would make the card a secondary source document c. Is REAL ID compliant 6. U.S. Military ID Card 7. U.S. Military dependent's ID Card 8. PIV Card issued by a U.S. federal government agency The accepted documents listed are in accordance with Federal Information Processing Standards Publication 201-3 (FIPS 201-3) as published by the National Institute of Standards and Technology (NIST) in support of Homeland Security Presidential Direction No. 12 (HSPD-12) and the Real ID Act.		1. U.S. Social Security Card issued by the Social Security Administration (SSA) 2. Original or certified copy of a birth certificate issued by a state, county, municipal authority, possession, or outlying possession of the United States bearing an official seal 3. ID Card issued by a federal, state, or local government agency or entity, provided it contains a photograph 4. Voter's Registration Card 5. U.S. Coast Guard Merchant Mariner Card 6. Certificate of U.S. Citizenship (Form N-560 or N-561) 7. Certificate of Naturalization (Form N-550 or N-570) 8. U.S. Citizen ID Card (Form I-197) 9. ID Card for Use of Resident Citizen in the United States (Form I-179) 10. Certification of Birth Abroad or Certification of Report of Birth issued by the Department of State (Form FS-545 or Form DS-1350) 11. Temporary Resident Card (Form I-688) 12. Reentry Permit (Form I-327) 13. Employment authorization document issued by Department of Homeland Security (DHS) 14. Employment Authorization Document issued by DHS with photograph (Form I-688B) 15. Driver's license issued by a Canadian government entity 16. Native American tribal document