

## Duty Statement Rank and File

**Section I****POSITION INFORMATION**

Print or type.

|                                                                        |                                                                        |                                                                                                                  |
|------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| A. Current Position Number                                             | B. Probationary Period/Job Evaluation Period                           | C. Form 700 Filer?                                                                                               |
| 785-201-9928-006                                                       | 6 Months                                                               | No                                                                                                               |
| D. Incumbent Name                                                      | E. Classification/Job Title                                            | F. Date of Hire                                                                                                  |
|                                                                        | Program Technician II                                                  |                                                                                                                  |
| G. Unit, Section, Division                                             | H. Location                                                            |                                                                                                                  |
| Safe at Home Program, Management Services Division                     | Sacramento                                                             |                                                                                                                  |
| I. Name of Immediate Supervisor/Manager                                | J. Classification/Title of Immediate Supervisor/Manager                |                                                                                                                  |
| Traci Smith                                                            | Supervisor I                                                           |                                                                                                                  |
| K. CBID (Bargaining Unit)                                              | L. Time Base                                                           | M. Tenure                                                                                                        |
| R04                                                                    | Full Time                                                              | Permanent                                                                                                        |
| N. Work Schedule                                                       | O. Work Hours                                                          | P. Telework                                                                                                      |
| Monday – Friday                                                        | 8:00 – 5:00                                                            | Hybrid                                                                                                           |
| Q. Background Check Required                                           | R. Job Requires Driving Automobile                                     | S. Certification Required                                                                                        |
| <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <a href="#">Click here to enter text.</a><br><input checked="" type="checkbox"/> No |

**Section II****JOB DESCRIPTION**

Indicate the major functions and associated duties, and the percentage of time spent on each (list higher percentages first). Essential functions assigned less than 5% should be combined with other task statements. The total percentage of all functions, including marginal, must equal 100%.

**DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS**

Under the supervision of the Secretary of State's Office, Safe at Home (SAH) Program and Operations Unit Manager (Supervisor I), this position is responsible for all aspects of being the Program Technician II as described below.

The SAH program is the state's address confidentiality program that serves victims of domestic violence, stalking, sexual assault, human trafficking, child abduction, and elder/dependent adult abuse, as well as reproductive and gender affirming health care providers, employees, volunteers and patients, and public entity employees and contractors who are in fear for their safety. The SAH program provides its participants with a substitute P.O. Box mailing address to use instead of a residential mailing address, to protect themselves and their household members from threats and violence. The Program Technician II will operate both independently and in a team environment performing sensitive program specialist work. The incumbent must be able to work with confidential documents; be sensitive to participants concerns expressed during telephone conversations and email; maintain composure when talking with emotional callers; have experience working with Microsoft Office and/or

database management system; and have the ability to apply various laws, regulations, and procedures to incoming applications. This position requires the ability to follow regulations, office policies, and procedures when performing duties and interacting with program participants and the public; follow oral and written directions from management and analysts; evaluate situations accurately and take effective action; take responsibility for their decisions; and maintain regular and consistent attendance.

The duties include, but are not limited to the following:

#### ESSENTIAL FUNCTIONS

| Percentage | Description of Duty                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 35%        | Responsible for supporting all aspects of the SAH program enrollment. This includes, but is not limited to the following: independently review and evaluate all incoming application materials to ensure applications meet the eligibility requirements as specified by government statutes and regulations; enter all new applicant data in the SAH database; scan all application documents into SAH database including letters of correction; prepare new participant files; prepare participant packets including enrollment certificates, ID cards, and the participant guide. Independently prepare less complex written responses to applicants and provide instruction on necessary corrections to applicants and enrolling agencies. Respond to lesser complex telephone and written requests concerning the SAH program enrollment. Follow established policies and procedures for the SAH enrollment process.                                                                                      |
| 30%        | Responsible for responding to questions and concerns received by phone and email. Participates in the program's call center rotation and answers the public and internal telephone lines; handles routine calls, and screens/directs other calls to appropriate staff. Assists with checking the program's voicemail and monitoring the email inbox and responds/directs the message(s) to the appropriate staff member. Drafts sensitive correspondence including letters, memos, and emails. Makes routine database entries to document all contact and interaction with program participants.                                                                                                                                                                                                                                                                                                                                                                                                              |
| 20%        | Responsible for receiving, distributing, forwarding, and tracking SAH incoming mail, and working with the mail team to ensure that all mail is processed in a timely and accurate manner. Processing mail includes separating SAH office mail from SAH participant mail; sorting participant mail by "first-class mail" and "standard pre-sort mail"; verifying participant's name and ID number by using the SAH database; placing acceptable mail in corresponding bins; operating the envelope printer; putting participant mail in envelopes; and placing mail in bins designated for pick up for United States Postal Service mail delivery. Identifies suspicious or unacceptable mail for special handling. Receives, opens, date stamps, and forwards incoming program mail to appropriate staff. Provides supervisor or designated staff with monthly statistics regarding number of mail pieces received and postage used. Informs supervisor when problems occur with mail processes or equipment. |
| 10%        | Responsible for assisting with training enrolling agencies on how to utilize the online application portal. This may include scheduling regular trainings, providing technical support during the trainings, and tracking and maintaining a roster of all trainees. Assists with processing confidential voter registration forms received from participants,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|  |                                                                                                                      |
|--|----------------------------------------------------------------------------------------------------------------------|
|  | mailing confidential voter registration packets to participants, and compiling confidential voter registration data. |
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#### MARGINAL FUNCTIONS

| Percentage | Description of Duty                                                                                                                                                                                                                                                                                                                                                |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5%         | Assist with other office duties required to keep basic operations running smoothly in times of high workload and/or staff shortages. These duties may include assisting in the processing of renewals and terminations; processing change of addresses; and serving as backup for the Office Technician. Participates in team meetings and training opportunities. |

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned that fall within their classification, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

#### Section III

#### EMPLOYEE/SUPERVISOR STATEMENT

**EMPLOYEE'S STATEMENT:** I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION: (If you believe reasonable accommodation is necessary, please initiate a discussion with either your supervisor or the Secretary of State's Human Resources Bureau).

|                                      |                         |                  |
|--------------------------------------|-------------------------|------------------|
| EMPLOYEE NAME (PRINT FULL NAME)<br>➡ | EMPLOYEE SIGNATURE<br>➡ | DATE SIGNED<br>➡ |
|--------------------------------------|-------------------------|------------------|

**SUPERVISOR'S STATEMENT:** I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

|                                        |                           |                  |
|----------------------------------------|---------------------------|------------------|
| SUPERVISOR NAME (PRINT FULL NAME)<br>➡ | SUPERVISOR SIGNATURE<br>➡ | DATE SIGNED<br>➡ |
|----------------------------------------|---------------------------|------------------|