

**Department of Health Care Access and
Information Duty Statement
Proposed**

Employee Name Vacant	Organization Department of Health Care Access and Information Office of Administrative Services Procurement and Contract Services Business Services Section 
Position Number 441-163-1138-002	Telework Option In Office
Classification Office Technician (General)	Working Title Office Technician (General)
Supervision Exercised None	Location Sacramento
Conflict of Interest: Yes ☐ No ☒	Fingerprint/Live Scan: Yes ☐ No ☒
Revision Date 9/10/2026	Effective Date

Mission and Vision

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

General Description

Under direct supervision of the Supervisor I, the Office Technician (General) performs a wide variety of mail, facility, supply, and property support services of average difficulty. The incumbent provides daily operational support by processing incoming and outgoing mail, receiving and delivering departmental materials and equipment, assisting with facility service requests, maintaining security keycard and identification systems, supporting conference and event setups, and maintaining supply inventories. The position also assists with property tagging, equipment verification, and inventory activities in accordance with State Administrative Manual (SAM) and Department of General Services requirements.

The Office Technician (General) serves as a key customer service representative for the Business Services Section by responding to walk-up, phone, and email inquiries; coordinating with internal programs and external partners; and ensuring timely and accurate completion of service requests. The incumbent may provide front desk coverage, support messenger and courier runs, and perform other administrative duties as needed to maintain daily operations. Work is performed with a high

Department of Health Care Access and Information Duty Statement

level of reliability, attention to detail, and adherence to departmental policies, safety requirements, and confidentiality.

Essential Job Functions

45% Mail Services

Programs and runs a Pitney Bowes mailing and manifest for all outgoing mail. This requires an in-depth knowledge of postal regulations and rates. Separates mail by unit, weighs each piece of mail, and programs mailing machine for each unit and meters outgoing mail for delivery to the U. S. Post Office, responsible to make sure the overnight mail is picked up or taken to the mailbox, programs data needed from Pitney Bowes computer database, and sends monthly UPS and US mail summary usage report to Accounting and reconciles any discrepancies that may have occurred throughout the month.

Responsible for all daily incoming mail, including but not limited to separate and deliver mail by unit, scan and enter packages into a spreadsheet. Maintain the postage machine and request additional postage as needed. Utilizes material handling equipment, including but not limited to, pallet jacks, carts, and flatbeds.

Responsible for receiving all HCAI deliveries, including new equipment and furniture for the divisions/programs, verifies materials received against the packing slips and bills of lading, and notifies HCAI's Contract and Procurement Unit and/or programs of discrepancies on orders received. Checks of taggable assets received against various types of purchase orders or requisitions.

Provides internal and/or external mail delivery as part of an established routine or priority request; delivers hand carried documents among various HCAI locations.

Messenger runs to other agencies as well as rush deliveries to various destinations. Responsible for picking up payroll and other checks from State Controller's Office. Maintains the State car used by mail services staff. Ensures the car is charged, washed, regularly serviced and available, when needed. Maintains the monthly vehicle log through DGS Office of Fleet and Asset Management (OFAM).

20% Facility Management/ Conference Room Coordination

Monitor the BSS mailbox for various services and process maintenance/work requests needed by department staff, fulfill needed requests when required. Respond to incoming service requests through email, walk-up, phone, or the ServiceNow portal; identify request fulfillers; route needed requests to management for approval to ensure response is made to requestor within established timeframes. Follow-up with customers on outstanding service requests to ensure timely completion and customer service levels are maintained. Resolve issues of low-complexity and inform management of problems in the building and of requests for repair service.

Department of Health Care Access and Information Duty Statement

Schedule and maintain calendar for the Conference Center and resolve any logistical issues that may arise. Set up room including moving table and chairs to accommodate various types of events; according to instructions provided by unit staff or meeting organizers.

Assist with the maintaining of the HCAI confidential security keycard system. Make critical program changes on office keycard system as required; troubleshoot problems for keycard users; and maintain keycard inventories. Takes employee pictures and generates ID badges. Programs individual access levels for all employees.

Prepare confidential destruction receptacles for scheduled collection and oversee Viking Shred personnel during the secure collection and destruction of confidential materials.

Process and manage requests for parking, BikeShare Program, and other related programs.

10% Supply Services

Prepare and submit quote requests for Mailroom and Conference supplies and furniture. Identify winning bids and submit all required documentation to Business Services Analyst to review and submit to Procurement and Contracts Section for execution.

10% Property/Equipment

Assist with ensuring that capitalized assets and/or items identified as sensitive are properly marked with property asset tags and property asset tags are distributed in accordance with the State Administrative Manual (SAM). Prepares forms for disposal of surplus, transfer, obsolete, damaged, or unneeded property/equipment in accordance with Department of General Services (DGS) requirements and office policies.

Assists with the annual physical inventory of all office property/equipment and performs a physical inventory every three years in accordance with the SAM.

10% Front Desk Coverage

Cover the front desk during breaks, lunch periods, meetings, and when staff is out of the office. Screen, prioritize, and respond to visitors, multi-line telephone calls, and written inquiries, and direct visitors, staff, and incoming calls to the appropriate staff for assistance when necessary. Assist with process incoming AS mail and date stamp.

Marginal Job Functions

5% Performs other state administrative duties as needed, such as, but not limited to assisting with moving furniture and/or miscellaneous items, as well as project assistance and other duties as required.

**Department of Health Care Access and Information
Duty Statement**

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation. Requires the ability to lift boxes and assorted parcels weighing up to 50 pounds.

Working Conditions

Requires use of computing devices and phones frequent fact to face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department and work hours may deviate from core business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Requires a valid California Driver's License.

Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Name	Supervisor Signature	Date Signed