

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

860-1139-XXXDIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Community Care Licensing Division

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

CCLD - Child Care Program Office

SUPERVISOR'S NAME:

Haykush Harutyunyan

SUPERVISOR'S CLASS:

OSS II

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)*

Subject to fingerprinting and criminal record clearance by FBI and DOJ.

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:**

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system.

The core mission of the Child Care Program is to ensure the health and safety of children in care. The Child Care Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents, and the child care community.

CONCEPT OF POSITION:

Under the supervision of the Office Services Supervisor II (OSS II), the Office Technician (T) performs a variety of clerical support functions for the Child Care Program.

A. RESPONSIBILITIES OF POSITION:

30% - Serves as the attendance coordinator for the Child Care Program Office. Responsibilities include assisting employees with personnel issues relating to payroll, benefits and employment status. Acts as the liaison between unit employees and personnel. Works with management to report attendance of a designated group of employees and keeping accurate records. Assists with on boarding paperwork for all new employees.

20% - Maintains various databases such as the Legal Case Tracking System, Legal/Administrative logs, and training logs. Inputs confidential information on a routine basis and runs reports. Tracks information entered into the databases for periodic updates. Logs and tracks denial letters, appeals, Statement of Facts, and Petitions for Reinstatements.

15% - Provides support staff activities for the Child Care Program management, which includes typing and editing complex and sensitive correspondence and reports, originating and assigning correspondence, preparing correspondence from drafts for departmental controlled correspondence, originates correspondence responding to routine inquiries, assists in the development of forms and charts for use by the unit. Makes travel arrangements and enters travel expenditures into CalATERS on a monthly basis for management.

15% - Answers and screens telephone calls including calls from the media, receives visitors and registers them with the CDSS passage point system, responds to routine inquiries. Coordinates meetings. Processes incoming mail and fax, distributes accordingly.

10% - Tracks Child Care Program Office equipment and updates equipment log. Processes E&S Forms, AA-18's, and GEN 1161's and assists in ordering supplies for the Program Office. Responds to fee questions. Responds to and approves/denies licensing fee requests originating with the Regional Offices.

5% - Maintains a variety of confidential unit files, including serious incident report files, subject and chron files, administrative action files and manuals.

5% - Other special projects as required by management such as but not limited to setting up meetings and reserving conference rooms and/or conference telephone lines.

B. SUPERVISION RECEIVED:

The Office Technician (T) is supervised by the OSS II.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Office Technician (T) has daily contacts with staff in other units of the Regional Office, the Division and the Department. There are telephone contacts with community care providers, licensing agencies, legislators and their staff, private agencies and the general public.

E. ACTIONS AND CONSEQUENCES:

The Office Technician (T) must handle inquiries tactfully to ensure that good working relations with licensing agencies are maintained. Failure to use good judgment in handling sensitive and confidential phone calls, serious incident reports, complaints, and correspondence could result in release of information in violation of the law.

F. OTHER INFORMATION:

The Office Technician (T) must have good interpersonal skills and be able to work well under pressure. The Office Technician (T) is subject to fingerprint background check through the FBI and DOJ.