



DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00104	Effective Date 10/01/2026
Classification Title Personnel Technician I	Position Number 564-886-5160-990
Working Title Classification and Hiring Technician	Bureau and Section Business and Human Resources Bureau Personnel Resources Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the supervision of the Administrator I in the Classification and Hiring (C&H) Unit, the incumbent focuses on providing quality customer service to all customers while performing certification & hiring support duties of average difficulty. The incumbent will demonstrate a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. In addition, the incumbent will provide support to the entire Classification and Hiring Unit as needed to ensure that the unit meets their mission.

Essential Functions

Percentage	Description
40%	Perform certification activities using the California Department of Human Resources (CalHR) Examination and Certification Online System (ECOS) including; establishing certification lists, creating, printing, and processing employment contact letters; remove Equal Employment Opportunity (EEO) protected information from electronic and hardcopy employment application packages; scanning and uploading hard copy employment application packages into ECOS; coding certification lists based on employment applications received; posting the least complex job opportunities in ECOS and the departments intranet; conducting candidate eligibility and Minimum Qualification (MQ) checks on the least complex

	classifications; and processing list clearances. Review incoming Nepotism Questionnaire and update tracking spreadsheet identifying if a relationship has been identified within the same Division and Bureau.
35%	Pull position folders for incoming Requests for Personnel Action (RPAs) and put in box for assigned Classification & Hiring (C&H) Consultant. Log information into RPA tracker. Create position folders for newly established, change in position number, bilingual, and Limited Term positions. File completed RPAs in appropriate position folders. Scan duty statements and RPAs to drive. Create binder for annual submission of organizational charts to CalHR. Responsible for maintaining the position folders and ensuring each position within FTB has a folder and the correct documents are in the folders. Provide assistance to management on special projects as they relate to C&H.
15%	Train employees on the redaction process as needed. Ensure an adequate volume of supplies is on hand for the Personnel Resource Section. Consult with staff regarding their supply requests and/or forms needs. Initiate fulfillment of supply/forms requests and approvals. Upon order arrival, verify all items ordered were received and distribute.

Marginal Functions

Percentage	Description
10%	Perform proctoring duties for interviews, which may include scheduling and emailing the candidates as needed. Act as a back up to the Exams PT/OT as needed. Open, date stamp, and distribute mail, answer and direct incoming calls.

Employee:

I confirm that I have read and understand the described duties and functions of this position.

Name (Print)

Signature

Date

Supervisor:

I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)

Signature

Date