

DUTY STATEMENT

Employee Name:	Position Number: 580-820-1139-004
Classification: Office Technician (Typing)	Tenure/Time Base: Permanent/Full-Time
Working Title: Office Coordinator	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Office of Internal Operations	Branch/Section/Unit: Business Operations Branch/Business Operations Support Section/Field Operations Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by providing clerical support to the Field Operations Support Unit in Headquarters and to the field staff. The Office Technician (OT) (Typing) answers telephone inquiries from Field Operation Support Unit's field staff as well as the public and enters data and/or information into multiple database systems for tracking purposes. The OT provides guidance and assistance to health care providers and patients' family members.

The incumbent works under the general supervision of the Supervisor I.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 45% Answers, screens, and routes telephone calls to appropriate staff and tracks all incoming calls. Files, photocopies, and types miscellaneous documents such as labels, envelopes, and letters. Uses Microsoft 365 to create and maintain spreadsheets, Word documents, graphs and charts. Reviews and processes mail for the Licensing & Certification Units; assists with preparation of regularly scheduled reports; books conference calls, rooms, transportation, and hotels.
- 25% Organizes and maintains files for tracking of work assignments, Provides essential support for assignments, such as multiple data system entry into the federal and state management systems. Works within various CDPH databases to input data. Assists with stakeholder engagements by providing general support to visitors, replies to email, telephone and/or face-to-face inquiries. Assists in overseeing various internal email mailboxes for sorting and distribution and assists Headquarters and District Office staff with on/off-site presentation preparation.
- 15% Coordinates and prepares agendas for executive branch meetings. Participates in non-technical short-term special projects and activities. Participates in the development of written operational procedures, job aids, and desk manuals.
- 10% Schedules and organizes stakeholder meetings and ensures that necessary material needed for meetings is prepared and distributed. Works with online media, video conferencing, and web-based inquiries. Organizes office supplies including ordering and inventory. Participates in various work groups for after action reporting (meeting minutes).

Marginal Functions (including percentage of time)

- 5% Performs other work-related duties as required to support the Unit.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: DS

Date: 9/25/26