

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Student Assistant

POSITION NUMBER:

800-812-4870-950

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Community Care Licensing/Central Operations

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

Information Technology Liaison/Field Technology Support

SUPERVISOR'S NAME:

Jung "Colleen" Park

SUPERVISOR'S CLASS:

Supervisor I

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)

Fingerprinting and a background check are required.

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 (CCLD) to promote the health, safety, and quality of life of each person in community care through the administration of an effective and collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the general direction of the Supervisor I, and with lead instruction from business analysts and management teams, the Student Assistant develops user guides and training materials on the use of applications and system tools. The Student Assistant leads the compilation of updates for the Information Technology Liaison Bureau's (ITLB) quarterly newsletter and ensures completion of certification requirements by managers for their teams' policy and procedure documentation.

A. RESPONSIBILITIES OF POSITION:

40% Prepare instructional materials for CCLD users to support effective use of existing CCLD tools. Develop comprehensive user guides, including quick-reference sheets, step-by-step instructional documents with screenshots, Frequently Asked Questions documents, and recorded demonstrations. Begin with SharePoint by creating instructions on requesting a site, developing site content, and organizing information for ease of use. Using Nitro Forms, create guidance on developing and maintaining SharePoint workflows. Develop a diagram outlining Division and Department contacts and resources for users needing additional support. Maintain strong working knowledge of Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint, OneDrive, and PowerPoint).

25% Create, conduct, and evaluate internal surveys to identify areas where CCLD staff need additional training materials or enhanced tools. Begin with known priority areas and expand based on survey feedback to identify additional training needs. May perform administrative support functions and participate in activities associated with implementing the Facility Management System.

20% Review existing training materials and incorporate missing components using various instructional methods. Attend departmental trainings on Microsoft products to identify additional steps and improvements that enhance user understanding, accessibility, and application of the tools provided.

10% Attend meetings and collaborate with ITLB managers and team members to gain an understanding of Community Care Licensing policies, procedures, and operational needs. Develop tools that support program functions and identify internal and external partners for assistance when necessary.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The Student Assistant reports directly to the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

This position requires communication with internal Division and Department staff, and other stakeholders with varied experiences, perspectives, and backgrounds in a tactful, personable, and professional manner.

E. ACTIONS AND CONSEQUENCES:

Failure to complete work accurately, thoroughly, and in a timely manner may significantly impact the Division's ability to meet operational demands and compliance requirements. Failure to use good judgment when handling sensitive or confidential information may damage trust and communication with customers and stakeholders.

F. OTHER INFORMATION:

The Student Assistant must demonstrate excellent written and verbal skills with the ability to maintain composure in stressful situations. Experience in information technology is desirable. Knowledge and/or proficiency in Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint, OneDrive, and PowerPoint) is preferred.