

DUTY STATEMENT

Employee Name:	Position Number: 580-130-1138-002
Classification: Office Technician (General)	Tenure/Time Base: Permanent / Full-Time
Working Title: Mailroom Technician	Work Location: 1501 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Administration/ Program Support Division	Branch/Section/Unit: Operational Support Services/ Business & Administrative Support Services Section

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 acting as the mailroom lead and technician. The Office Technician (General) (OT) collects CDPH mail daily from the United States Postal Service (USPS) facility and delivers to the Mailroom Distribution Services Center (MDSC). The incumbent will make bulk deliveries of packages between the loading dock and CDPH programs located in the East End Complex (EEC) using hand trucks and carts. Serves as coordinator to all CDPH programs regarding mail and delivery services for the East End Complex (EEC); maintains all Mailroom Machine Equipment to function properly; manages and tracks inventory of postage, materials, and supplies, provides records and status reports to program

and management. Assists other mailroom staff with retrieving mail, sorting mail, and delivering mail internally and externally. The incumbent must be able to lift to 60 pounds as part of their daily tasks aligned with typical mailroom and warehouse work.

The incumbent works under the general direction of the Business Service Officer (BSO) I (Supervisor).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 10% per month
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: Ability to lift up to 60lbs. Possession of a valid California Class C driver's license and current Defensive Driver Certification is required to drive a vehicle on State business. In addition, authorization is required to access Department of Motor Vehicles driving record.

Essential Functions (including percentage of time)

- 25% Acts as the mailroom lead to functionally guide, direct and train new or less experienced employees on mailroom operations. Responsible for mailroom coordination as lead technician; logs receipt of orders and mail for CDPH; mitigates delays in mail delivery by taking the lead on researching undeliverable or misdirected mail utilizing the Personnel Management System; refuses delivery of inaccurately addressed mail; works with supervisor on all other undeliverable mail beyond these efforts and assists in determining resolutions. Partners with supervisor to update and maintain mailroom coding information (bins, bin tags, barcodes, etc.) ensuring timely and accurate delivery. Maintains up-to-date listing of departmental programs, MS (Mail Stop) codes, contacts, and mail service coordinators. Maintains mailroom postage, reviews postage invoices and provides monthly postage cost-actuals to program's budget analyst for expenditure tracking.
- 25% Maintains responsibility for routine operations, adjustments, and care of the folder/insertion machines and postage meter machines. Works with supervisor and the Business and Administrative Support Services Section to request services from vendor beyond regular maintenance. Assists or leads operation and maintenance on arrival system equipment used to accept and track inbound deliveries and maintains all machine maintenance records. Acts as a liaison and regularly communicates with postal services to identify or track mail, obtain postage quotes, track postage costs, and monitor costs for discrepancies. Ensures strict adherence to departmental confidentiality policies. Observes and follows regulations in the protection of sensitive and private information/public contact.
- 20% Reviews and sorts incoming and outgoing letters, flats and packages shipped by couriers, USPS, United Parcel Service (UPS), FedEx, and Golden State Overnight (GSO). Delivers mail by MS code to the mail stations located in the four buildings of the EEC; collects and

delivers mail and packages weighing up to 60 pounds within the EEC. Operates the postage meter machine used to seal, endorse, and place proper postage on outgoing letters and packaged mail destined for the USPS and in accordance with USPS regulations. Operates folder inserter machine when needed for large Program projects.

- 15% Receives, tracks, and transfers bulk deliveries at the EEC. Occasionally breaks down palletized items for transfer and disposal. Acts as primary customer service representative by answering phones and replying to emails regarding bulk deliveries.
- 10% Performs courier services and deliver mail and packages between the various CDPH locations, the EEC, USPS, Office of State Publishing (OSP), and the CDPH Warehouse.

Marginal Functions (including percentage of time)

- 5% Serves as the back-up to assist in the processing and tracking of incoming accountable items. Performs other work-related duties as assigned.

☐ 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: NW

Date: 7/21/25