

DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-465-4870-901
Classification: Student Assistant	Tenure/Time Base: Temporary / Intermittent
Working Title: Business Operations Assistant	Work Location: Various locations available. Location to be determined upon hire
Collective Bargaining Unit: E	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Infectious Diseases / Office of Infectious Disease Preparedness Response	Branch/Section/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 supporting health equity, emergency preparedness, data modernization and innovative process improvements, and fostering professional development within the department, ensuring that CDPH remains resilient, inclusive, and impactful in its efforts to protect and improve public health outcomes for all Californians.

Under the close supervision of the Office of Infectious Disease Preparedness and Response (OIDPR) Public Health Medical Administrator II (Office Chief), the Student Assistant will assist with a variety of administrative, technical, and project-related assignments in a learning capacity. The position

requires effective oral and written communication skills and provides support to the OIDPR Office Chief and Assistant Chiefs through meeting and event coordination, presentation development, information gathering, and administrative support activities. The incumbent supports the use of emerging technologies and business tools, including AI Copilot and SharePoint, to enhance operational efficiency and improve business processes. Additional responsibilities include supporting procurement and service order activities, maintaining office records and documentation, assisting with customer service and triage functions, coordinating communications, and contributing to continuous improvement initiatives that support OIDPR operations.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5% may be required
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 25% Assists with planning, coordinating and facilitating virtual, in-person, and hybrid meetings and events. Researches and recommends creative strategies to increase employee participation, foster collaboration, and promote an inclusive and positive workplace culture. Develops interactive meeting agendas, presentation materials, polls, icebreakers, recognition activities, and other engagement tools. Coordinates logistics with presenters, monitors meeting technology, and ensures meetings run smoothly and professionally. Evaluates participant feedback and recommends continuous improvements to enhance employee experience. Prepares and distributes meeting notes/minutes following events and supports the development of content and electronic presentation components for live presentations and interactive webinars.
- 20% Provides administrative support to OIDPR by assisting with a variety of business logistics and office management functions. Monitors and manages shared email inboxes, triages incoming inquiries, acknowledges receipt, and routes messages to the appropriate staff to ensure timely customer service. Maintains office supply inventory by monitoring stock levels, submitting requests for supply procurements, and ensuring staff have the resources needed to perform their work. Coordinates incoming and outgoing mail and shipping, prepares packages for delivery, and tracks shipments as needed. Prepares written correspondence, including reports, forms, and other assignments, ensuring information is accurate, complete, and clearly written.
- 20% Provides courteous, responsive, and professional customer service to internal and external stakeholders. Processes OIDPR purchase orders and service orders by compiling required documentation, reviewing requests for completeness and accuracy, and maintaining organized records. Helps obtain vendor quotes in accordance with applicable procurement guidelines, including consideration of small business and Disabled Veteran Business Enterprise (DVBE) vendors. Monitors and tracks service orders to support timely processing and funding availability. Serves as a liaison with the Program Support Division (PSD) to assist in resolving service order

issues and inquiries. Receives goods, conducts inventory reviews to verify receipt of requested items, and follows up with vendors regarding delivery status and related concerns.

- 15% Provides administrative support to the OIDPR Office Chief and Assistant Chiefs by supporting office-wide communications, coordinating and scheduling meetings, and assisting with office-wide initiatives and staff engagement activities. Reviews, prepares, edits, and distributes outgoing and incoming correspondence to internal and external stakeholders to ensure accuracy, completeness, and professionalism. Coordinates meeting logistics, maintains calendars and scheduling materials as assigned, and assists with the preparation of reports, briefing materials, and other administrative documents.
- 15% Assists and provides back-up coverage to OIDPR Triage Coordinator by monitoring, tracking, and triaging incoming inquiries to the appropriate OIDPR teams. Responds to requests originating from other Center for Infectious Disease (CID) programs, the Center for Preparedness and Response, the Medical Health Operational Area Coordinator (MHOAC) request system, and other CDPH programs. Provides responsive customer service by assisting with inquiries received through email and telephone communications. Maintains tracking systems and records to support timely routing and resolution of requests related to infectious disease emergency response planning, preparedness, surge staffing support, data requests, and medical countermeasure resources. Assists with duty officer logistics by coordinating and maintaining schedules and disseminating relevant materials and communications.

Marginal Functions (including percentage of time)

- 5% Performs other duties as required/assigned.

The headquarter location will be determined based on the location of the most qualified candidate. Available Headquarter locations for this position:

Regions

Region	Counties	Available Headquarter Locations
Region II	Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma	Contra Costa – 850 Marina Bay Parkway Richmond, CA 94804
Region IV	Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Stanislaus, Tuolumne, Yolo	Sacramento – 1616 Capitol Avenue Sacramento, CA 95814

☐ 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: Skip Thomas

Date: 10/13/2026