

## DUTY STATEMENT

|                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------|
| <b>1. Institution/Division/Office:</b><br>California State Prison(CSP) Solano (SOL)/Operations                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
| <b>2. Enterprise/Unit:</b><br>Optical Annex                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
| <b>3. Classification Title:</b><br>Program Technician                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
| <b>4. Working Title:</b><br>Program Technician                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
| <b>5. Position Number</b> (Agency-Unit-Class-Serial):<br>075-270-9927-008                                                                                                                                                                           | <b>6. CBID:</b><br>R04                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>7. WWG:</b><br>2 (Non-Exempt)                              | <b>8. Working County:</b><br>Solano County |
| <b>9. Tenure:</b><br>Limited Term                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>10. Time Base:</b><br>Full-Time                            |                                            |
| <b>11. License Requirement:</b><br>N/A - Not Applicable                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>12. Endorsement Requirement:</b><br>N/A                    |                                            |
| <b>13. Retirement Category:</b><br>Industrial                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>14. Work Schedule:</b><br>Monday - Friday; 7:30am - 4:00pm |                                            |
| <b>15. Incumbent Name</b> (If known):<br>Vacant (LT)                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>15a. Effective Date:</b>                                   |                                            |
| <b>16. Briefly (1 or 2 sentences) describe the position's organization setting and major functions:</b><br>Under close supervision of the Supervising Program Technician II, the Program Technician is responsible for opticals clerical functions. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |
| <b>17. Percentage (%) of time performing duties:</b><br><br><div style="text-align: center;">40%</div>                                                                                                                                              | <b>18. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group-related tasks under the same percentage (%) with the highest percentage (%) listed first.</b><br><br><div style="text-align: center;"><b><u>ESSENTIAL FUNCTIONS</u></b></div> Receives incoming Rx orders and processes for the Optical lab, including screening information for accuracy and removing confidential information, prepares completed orders for shipment, including packing slips and maintaining shipping manifest, data entry of Rx orders and on-line Rx processing. |                                                               |                                            |
| (Essential Functions Continued on Page 2)                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                                            |

## DUTY STATEMENT

| 17. Percentage (%) of time performing duties: | 18. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group-related tasks under the same percentage (%) with the highest percentage (%) listed first.                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30%                                           | <p style="text-align: center;"><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p>Performs detailed research to resolve lab and/or doctor redo's, track and records cancellations, back-up lab, and mis-shipped jobs; possesses a clear understanding of the DVI and SyMed computer system, including basic computer functions in word processing and spreadsheet maintenance for the Optical program, consults with production staff to assist in monitoring workflow and advises, when necessary, to correct or adjust for customer demands.</p>                                                                |
| 25%                                           | <p>Performs customer services duties pertaining to customer accounts, including responding to customer phone calls and written correspondence for information; researches status of order, Medi-Cal eligibility, products availability, delivery services, and schedules; ensures that question are answered with valid information; resolves customer complaints and/or processes paperwork for both state and Medi-Cal orders and provides documents and information to SyMed and CALCTRA Central Office for billing purposes. Attends all mandatory In-Service and job-related training classes.</p> |
|                                               | (Marginal Functions on Page 3)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## DUTY STATEMENT

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| <p>17. Percentage (%) of time performing duties:</p> <p>5%</p> | <p>18. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group-related tasks under the same percentage (%) with the highest percentage (%) listed first.</p> <p style="text-align: center;"><b><u>MARGINAL FUNCTIONS</u></b></p> <p>Performs other duties as assigned that are related to this classification.</p> <p><i>(Expectations &amp; Requirements on Page 4)</i></p> |
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## DUTY STATEMENT

### ADDITIONAL EXPECTATIONS

Persons appointed to positions in this class must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of incarcerated individuals.

### SPECIAL REQUIREMENTS

The California Correctional Training and Rehabilitation Authority (CALCTRA) operates within California Department of Corrections and Rehabilitation (CDCR) facilities. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated individuals, visitors, non-employees, and employees shall be made aware of this.

19. Supervisor Statement: *"I have discussed the duties of the position with the employee".*

20. Date Supervisor Provided Employee with a Copy of this Duty Statement:

|                                                  |                               |       |
|--------------------------------------------------|-------------------------------|-------|
| PRINT EMPLOYEE NAME:<br>Vacant (LT)              | EMPLOYEE SIGNATURE:           | DATE: |
| PRINT MANAGER/SUPERVISOR NAME:<br>Roberto Cortez | MANAGER/SUPERVISOR SIGNATURE: | DATE: |
| HR APPROVAL:<br>NO 10/12/2026                    |                               |       |