

DUTY STATEMENT

Employee Name:	Position Number: 580-011-5278-909
Classification: Management Services Technician	Tenure/Time Base: Permanent/Full-time
Working Title: OPP Operations and Office Coordinator	Work Location: 1616 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes/Hybrid
Center/Office/Division: Office of Policy and Planning	Branch/Section/Unit: Organizational Capacity Branch/Operations & Contracts Management Section/Operations 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

The OOC supports the CDPH mission and strategic plan by ensuring efficient, innovative, transparent and customer focused operational processes through maintaining a culture of continuous process improvement that promotes health equity.

The mission of the Office of Policy and Planning (OPP) is to advance transformative policy and systems change that will promote state and community health improvement through prevention, equity, and collective action. The OPP promotes public health policy priorities and supports CDPH capabilities for community health improvement, policy development, research and analysis, integrated planning, decision intelligence, lean transformation, and grants management.

The Management Services Technician (MST) serves as the Operations and Office Coordinator (OOC) within the Office of Policy and Planning (OPP). The OOC performs less difficult work in a wide variety of consultative and less complex analytical staff services assignments and administrative functions.

The OOC exercises sound judgment and works in collaboration with Operations Unit staff to accomplish a wide range of responsibilities, including data tracking, operational coordination, and assisting with the development of recommendations for process improvement. The position requires strong interpersonal and technical skills and proficiency with various software tools to complete assignments effectively.

The incumbent works under the supervision of the Supervisor I, Operations Unit Manager, within the Organization Capacity Branch of OPP. The OOC will perform within a team, and collaboratively to ensure OPP is providing excellent customer service to internal and external partners and efficiently conducting operational processes.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: In- and Out-of-State 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)

35% Operations

Perform the less complex gathering and analysis of personnel-related information. Assist OPP team members with reviewing, maintaining, and updating hiring templates, procedural guides, and related reference materials. Assist in the review of recruitment documents and hiring packages for accuracy and completion. Coordinate interview logistics, including scheduling, preparing materials, and arranging meetings. Support onboarding activities by preparing required forms and checklists. Track and maintain records related to personnel actions in accordance with established procedures.

Assist in organizing, tracking, and reporting Department Drills and Data Tracking. Maintain and produce accurate records to support responses to drill requests for information on operational activities such as budgets, funding, recruitment and contracting. Conduct less complex research and gather information to support the development and implementation of operational protocols in accordance with state and federal funding regulations, legislation, and internal policies.

Review, gather, and analyze the less complex information from various sources, addressing missing data and correcting errors to ensure consistency. Create charts, dashboards, and reports to effectively communicate findings in a clear and concise manner. Generate routine segments of regular reports, ensuring data accuracy and integrity.

30% Administrative Analysis

Perform as the OPP internal website and SharePoint Administrator. Develop, track, and monitor internal workflows to recommend the automation of processes based on workload trends throughout the OPP Division. Ensure file security by controlling and monitoring access levels and approvals. Monitor shared email boxes, responding to inquiries concerning job posting, drills, and vendor questions. Monitor and reply to voicemails left for OPP office.

Assist with gathering information to assess space needs, optimize layouts, and recommend solutions for space allocation and utilization. Prepare workorders to alter or increase space needs. Work with vendors for facility maintenance, repairs, and supplies.

Compile professional correspondence, reports, and presentation materials for internal/external stakeholders. Assist with ensuring public-facing documents and websites are accessible and meet Americans with Disabilities Act (ADA) standards. Coordinate document routing and internal approvals for high-priority and time-sensitive projects.

20% Special Projects

Provide basic analytical and organizational support to various OPP projects. Assists in tracking project timelines and budget. Gather, analyze, and report project data, potential risks, and status to project members throughout all phases. Identify and report potential issues to project leaders. Prepare and distribute project communication with all project members and assist with project closeout responsibilities, including organizing files and document retention.

10% Timekeeping and Attendance Monitoring

Review employee timesheets for timely submissions and leave balances to ensure compliance with departmental timekeeping policies and procedures. Reconcile discrepancies between employee-reported time and the State Controller's Office AL/VA Over Max reports, communicate findings to supervisors, and coordinate corrective actions with the Human Resources Division (HRD).

Prepare and submit monthly reports, including the Payroll Cut-Off Report ("Dock") and the Fiscal Employee File (FEF) report. Monitor and report timekeeping anomalies, ensuring timely and accurate resolution. Develop and maintain internal tracking systems to support consistent and compliant timekeeping practices. Coordinate and monitor the submission of travel and training requests in accordance with state policy. Maintain and monitor internal tracking systems, including the Employee Information Tracker and Merit Salary Agreement database. Review with Supervisors and obtain required signatures for submission to HRD.

Marginal Functions (including percentage of time)

5% General Operations Support and Travel

Provide support for office supply inventory management and equipment maintenance, ensuring alignment with budgetary and operational policies. Serve as a point of contact for internal inquiries, ensuring timely and professional communication with staff and visitors. Provide consultation to staff to ensure adherence to travel and training protocols.

Perform other supervised analytical duties and administrative support tasks as assigned in support of OPP program objectives.

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

HRD Use Only:

Approved By: TY

Date: 10/21/26