DUTY STATEMENT

Employee Name:	Position Number: 580-854-9928-014
Classification: Program Technician II (Bilingual)	Tenure/Time Base: Permanent/Full-Time
Working Title: Bilingual Surveyor Technician	Work Location: 1741 Technology Drive, Suite 160 San Jose, CA 95110
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations North Division	Branch/Section/Unit: Bay Area Region/ San Jose District Office

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 reviewing and processing the more complex assignments such as: reviewing and processing citations, performing complex licensing activities, entering data into multiple systems, and providing technical assistance to health care providers, patients, and patients' family members. The Program Technician II (PT II) works within multiple computer programs simultaneously.

The incumbent works under the general direction of the Supervising Program Technician II (SPT II).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☒ Bilingual: Pass a State written and/or verbal proficiency exam in Spanish
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

35% Utilizing the Automated Survey Processing Environment Software (ASPEN) Central Office System, the PT II enters survey renewal information into Federal Computer Network, Aspen Central Office Systems (ACO), and ASPEN Complaint Tracking System (ACTS), and internet Quality Improvement Evaluation Systems (iQIES) - Enters complaints, change of addresses, etc. Sorts and documents complaints received via mail, e-mail, phone call, and fax from facilities, patients, families, other agencies. Maintains a log of activities. Identifies and troubleshoots problems within the software programs utilized, including issues with the modem, telecommunications, or problematic issues with the federal system, and contacts the appropriate agency for notification and resolution purposes.

25% Processes surveys for all health facility types (Skilled Nursing Facilities, Intermediate Care Facilities, General Acute Care Hospitals, Home Health Agencies, Surgical Clinics, Acute Psychiatric Hospitals, etc.). Enters federal deficiencies into ASPEN, corrects and formats evaluators' narratives; enters state regulations into ACO; and types deficiency narratives. Responsible for all areas of processing, including typing appropriate cover letters for surveys and intakes. Scans, copies, redacts, and mails a variety of documents to various recipients. Assembles complaint and survey packets for entry into ACO and processes initial licensing and certification survey packets/applications. Sends information to other agencies/sections such as Center for Medicare and Medicaid Services (CMS), and/or Provider Certification Section.

15% Establishes licensed and unlicensed facility files in Electronic Licensing Management System (ELMS) with assignment of identification number for multiple facility types. Uses various systems to produce numerous reports for Licensing & Certification (L&C) and other public agencies, which include surveys, Facility Profiles, and Citation Report. Generates facility reports for survey purposes, weekly and monthly reports for regional activity, and updates facility files.

10% Establishes certification records in ASPEN system. Enters certification renewal information and terminations. Maintains information in computer system for Certification & Transmittal forms; categorizes survey forms for processing; processes for signature by evaluator and supervisor; and forwards to CMS and Provider Certification Section. Enters new provider numbers into computer systems.

10% Provides bilingual customer service by telephone and/or in person to Spanish speaking complainants seeking information related to the initial investigation, and the final

determination of their investigation. Interprets during informal conferences regarding dissatisfaction of their investigation outcomes. Translates for surveyors and managers in communicating with Spanish speaking callers and facility staff regarding complaint investigations and annual survey visits.

Marginal Functions (including percentage of time)

5% Attends meetings and training sessions and 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: JF
Date: 04/30/26