DUTY STATEMENT

Employee Name:	Position Number: **580-221-9927-012**
Classification: Program Technician I	Tenure/Time Base: Permanent/Full-Time
Working Title: Vital Records Technician	Work Location: 3701 N. Freeway Blvd., Sacramento, CA 95834
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Vital Records and Statistics Division	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section Issuance Unit Production Group Request Review Team

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 performing program specialist work as a member of the Vital Records Issuance Branch (VRIB), Issuance Section.

The Program Technician I (PT I) is responsible for the initial processing of vital records requests, including reviewing, batching, keying, and scanning applications and supporting documentation. The PT I verifies the completeness and accuracy of requests, performs data entry and quality control, and

assists with payment verification in accordance with established procedures, and applicable laws and regulations. The PT I assists with additional production functions, including searching for vital records, printing certified copies, and other processing activities based on operational needs. This is the entry and training level technician class.

The incumbent works under the close supervision of the Supervising Program Technician I, Supervisor of the Request Review Team.

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
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

35% Sort and open incoming mail, then proceed to batch, scan, and handle applications. Thoroughly review and evaluate all incoming requests for certified copies and amendments to vital records and determine and initiate appropriate disposition. Assign Request Tracking Number (RTN) to each request using computerized numbering system, Initial Key Entry and Batching Application (IKEBA), then enter requests into the Center Request Tracking System (CRTS). Determine acceptability of certificates and requests in reference to the California Government Code and Health and Safety Code. Verify appropriate State forms are included and completed correctly in the database. Properly key information from customer requests into CRTS to ensure that all requests are processed efficiently, fees are accurately collected, and the overall workflow remains organized and auditable.

35% Scan all checks, money orders, other payments, and associated request documentation into CRTS and associate scanned images with the appropriate RTN. Review scanned images for accuracy, completeness, legibility, and proper document assignment. Rescan missing, incomplete, or poorly scanned documents as necessary. Review and verify checks, money orders, and other payments received with vital records requests. Verify payment counts and amounts against Payment Transfer Sheets and associated request documentation. Confirm that appropriate fees have been submitted in accordance with established fee schedules and processing requirements. Verify that payments are submitted in U.S. currency. Ensure vital record events occurred within California and event dates fall within specified timeframes for records on file with the State Registrar. Determine if the minimum identifying information specified in statute is provided for records requested. Identify data entry errors, missing documentation, processing and payment discrepancies, and take appropriate action. Organize payment documentation and ensure accurate recording and handling of payments in accordance with established procedures. Report discrepancies to supervisors for resolution.

25% Assist with additional vital records production functions based on operational needs and workload priorities. Conduct searches for vital records using CRTS and other available record

resources, including electronic databases, microfilm, and microfiche. Retrieve and prepare vital record images for production and assist with printing certified copies onto banknote security paper. Operate microfilm reader cameras to search for and retrieve vital records maintained on microfilm and microfiche. Use PaperPort or other appropriate software to retrieve, view, and prepare vital record images for production, including performing necessary image adjustments to ensure proper formatting and print quality. File scanned documents in the appropriate order and assist with the timely destruction of confidential records in accordance with program policies and retention requirements.

Marginal Functions (including percentage of time)

5% Perform other work-related duties as required.

☐ 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: HH
Date: 11/9/26