DUTY STATEMENT

Employee Name:	Position Number: **580-855-9925-002**
Classification: Supervising Program Technician II	Tenure/Time Base: Permanent/Full-Time
Working Title: Technician Supervisor	Work Location: 1889 N. Rice Avenue, Suite 200 Oxnard, CA 93030
Collective Bargaining Unit: S04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations South Division	Branch/Section/Unit: Southern California Region/Ventura 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 directly supervising the support staff and handling assignments of a confidential nature. The Supervising Program Technician II (SPT II) handles the more difficult and complex technical problems which arise from health facilities and the general public. The incumbent acts as the district office's Attendance Coordinator performing functions such as collecting benefits forms and reporting dock to the Human Resources Division (HRD). This position may require up to 10% travel for training and state car maintenance.

The incumbent works under the general direction of the Supervisor I.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 10%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

25% Oversees, prioritizes, and tracks workload assignments, including but not limited to, survey uploads into the Automated Survey Processing Environment (ASPEN) System. Creates and mails letters to complainants, providers, and other governmental entities. Completes the process for complaint intake and closure. Processes provider applications for licensing and certification services. Manages data input and maintenance of the Electronic Licensing and Management System (ELMS) database. Ensures the accurate completion of assigned and delegated activities, and completion timelines for processing of State and Federal workload are strictly observed.

25% Assists the Nurse Surveyor Manager (NSM) with the interview process of various classifications. Trains new employees using a variety of tools and methodologies (ex. one on one training, web-based training, and printed material with follow up using return demonstration). Plans, organizes, and directs the work of a unit comprised of Program Technician (PT) Is and IIs. Troubleshoots system problems and performs the most complex work. Assists the management team with confidential personnel matters for the unit (i.e. PT I/II employee conflict regarding performance, discipline, and attendance issues). Maintains the storage and retention of all paper healthcare facility files.

Utilizing the ELMS and ASPEN databases, creates monthly reports; completes and/or assists with high priority projects requested by the Director's office to address legislature issues; and accesses the aforementioned databases to address the more difficult telephone calls (i.e. distressed and/or irate complainants).

15% Acts as liaison between professional and support staff to clarify, update and revise procedures. Determines priorities based on organizational needs, time constraints, existing staff, and resources; and resolves conflicts with assigned workload for staff. Attends and participates in management and staff conference call meetings with federal Center for Medicare Services (CMS) to improve procedures and to relay support staff concerns and issues. Meets with support staff to provide direction, identify potential problems within the unit, and update staff on Division information and procedures.

10% Acts as System Administrator for ASPEN System, and the Federal Online Survey, Certification and Reporting/Online Data Input and Edit (OSCAR/ODIE) Data System. Maintains, upgrades, and troubleshoots when errors occur. Resolves system technical problems (i.e. work stations “freezing”, unable to enter a facility file, restoration of files from nightly backup, deleting incorrect information from the system), maintains users within the system, and acts as liaison with the Department of Healthcare Services Data Systems Branch.

10% Attendance Coordinator

Verifies attendance in the Tempo timesheet software, assists district office staff with timesheet issues and questions, and coordinates timesheets submittal with HRD. Collects benefit forms from employees, and forwards them to the HRD. Develops and updates monthly spreadsheet for overtime reporting for the district office.

10% Attends meetings and training sessions. Travels to locations identified by DGS to drop off or pick up State cars for maintenance. Makes sure that State cars have gas and electronic vehicles are fully charged. Logs and maintains the mileage for each car.

Marginal Functions (including percentage of time)

5% Receives and processes subpoenas served at the district office, with the assistance of the Office of Legal Services, and corresponds with attorneys while acting on behalf of the custodian of records. Facilitates actions to ensure operational procedures of office space, equipment and telecommunications are maintained. Enters OSCAR/ODIE survey kits. Accesses the Examination and Certification Online System (ECOS) to review/print applications. Performs 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: ENA
Date: 11/2026