State of California Department of Fish and Wildlife ☒ **PROPOSED**

DUTY STATEMENT

DFW 242A (REV. 07/18/22) ☐ **CURRENT**

Department Statement:

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

RPA # E-ASB 26-008

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE

DFW DIVISION/BRANCH/REGION/OFFICE Fiscal Services Division/Accounting Services Branch	POSITION NUMBER (Agency-Unit-Class-Serial) 565-014-9928-905
UNIT NAME AND LOCATION Accounting Services Branch (ASB), Sacramento	CLASS TITLE Program Technician II
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial)

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general supervision of the ASB Assistant Branch Chief (Accounting Administrator II), the incumbent will provide comprehensive front desk support including responding to phone calls and emails; communicating with internal and external stakeholders; distributing sensitive payroll documents; acting as a liaison between ASB and other branches, facility contacts, and telecom services; performing technical and administrative tasks, including but are not limited to, onboarding support, data tracking, log maintenance, coordination with various sections/units, and supporting or assisting with special projects.

PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)
	ESSENTIAL FUNCTIONS:
40%	**Program Support and Customer Service** • Serve as the primary point of contact for accounting-related inquiries; research, analyze, and resolve questions using ASB procedures, workflows, and requirements. • Provide professional, accurate, and detailed information to internal and external customers via telephone, email, Microsoft Teams, and in-person communication. • Monitor and maintain the ASB Front Desk inbox; independently evaluate incoming requests, determine and take appropriate actions based on ASB policies, procedures, and program needs. • Coordinate with other divisions, branches, outside agencies, telecom services, to resolve issues that require technical knowledge and judgment. • Support multiple ASB units, including Accounts Payable, Accounts Receivable, Cash Receipts, Payroll Distribution, Purchasing Support, and administrative service, by routing documents, researching issues, and providing specific assistance. • Process Automatic License Data System refund vouchers, escheat payment vouchers, and any other refund vouchers paid against 4XXXXXX accounts. This also includes uploading journal entries to the Financial Information System for California, updating refund logs, preparing claim schedules, resolving discrepancies, obtaining approval from DOF, and submitting correction letters to the State Controller's Office (SCO) as needed.
30%	**Document Review, Processing, and Tracking** • Receive, verify, log, and distribute sensitive payroll warrants and documents including master payroll, seasonal payroll, salary advances, travel advances, and overtime warrants; identify discrepancies and resolve issues with the Human Resources Branch (HRB), supervisors, or program staff. • Maintain and reconcile detailed tracking logs including check logs, Payroll Contact List, unreleased warrant logs, telecom assignment logs, and other audit-ready records. • Create, update, and maintain ASB forms, Accounting Support Unit desk procedures, and workflow materials in accordance with current laws, regulations, and departmental policies.

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	• Assist with onboarding and exit-clearance processes by preparing packets, verifying documentation, tracking required items, and coordinating with multiple units including HRB to ensure compliance with departmental policy. • Assist with hiring interviews and recruitment coordination by preparing onboarding and offboarding documents, scheduling interviews, tracking this information as necessary and providing other various support.
20%	**Administrative Support** • Create documents, forms, reports, spreadsheets, and tracking tools using Microsoft Office (Excel, Word, Outlook, Teams) and departmental systems. • Maintain confidential files, records, and sensitive documents with accountability and adherence to departmental and statewide confidentiality requirements. • Maintain telecom tracking and assignment records; coordinate issuance of iPhones, soft phones, and related equipment based on various roles, needs, and assignment rules. • Respond to miscellaneous requests, assist with facility repair needs, and support special projects including research, data evaluation, and document preparation.
10%	**NON-ESSENTIAL FUNCTIONS:** • Perform clerical tasks such as filing, photocopying, scanning, preparing mailings, reserving conference rooms, and delivering documents. • Perform special projects as assigned.
	WORKING CONDITIONS: Ability to use a computer keyboard several hours a day. Involves sitting most of the time but may involve walking or standing for brief periods. Work with staff statewide to complete work assignments. Required to attend offsite meetings using private or public transportation, or other means of transportation such as walking between locations. Headquartered in a high-rise building. Ability to move materials and equipment, including boxes up to 15 pounds. This position is not eligible for telework or hybrid schedule.

SUPERVISOR'S STATEMENT: **I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.**

PRINT SUPERVISOR'S NAME	**SUPERVISOR'S SIGNATURE**	**DATE**

EMPLOYEE'S STATEMENT: **I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.**
I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.

PRINT EMPLOYEE'S NAME	**EMPLOYEE'S SIGNATURE**	**DATE**