DUTY STATEMENT

Employee Name:	Position Number: 580-821-9928-022
Classification: Program Technician II	Tenure/Time Base: Permanent/ Full Time
Working Title: Certification Technician	Work Location: 1615 Capitol Ave, Sacramento, CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Licensing and Certification Division	Branch/Section/Unit: Healthcare Workforce Branch/Healthcare Professional Certification and Licensing Section (HPCLS)/Registry Unit/Application Processing 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

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by performing the more difficult program specialist duties in support of the Registry delivery system to aid the general public, health care professionals, Certified Nurse Assistants (CNAs), certified Home Health Aides (HHAs), Certified Hemodialysis Technicians (CHTs) and legislative inquiries and requirements. Responsible for accurate entry of information into the Health Application Licensing System (HALS) data base in order to maintain accurate electronic records.

The incumbent works under the general supervision of the Supervising Program Technician II of the Application Processing Unit.

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)

40% Provide daily assistance and technical support for the Healthcare Professional Certification and Licensing Section (HPCLS). Assist in processing initial, renewal, reactivation, equivalency, and reciprocity and CDPH 183 applications. Applies knowledge of federal and state regulation requirements and procedures in order to accurately process the applications received. Respond to and/or process changes of address, phone numbers, name changes, duplicate certificates and out of state verifications each month as a multi-person team.

40% Provide timely and accurate assistance to our applicants, certificate holders, health facility administrators, nursing staff, schools, agencies and the public through the Interactive Voice Response (IVR) unit. Apply acquired knowledge of the certification process in order to aid and present accurate information to callers. Handles a portion of incoming calls received, averaging 90,000 annually, as part of a multi-person team. Sends out appropriate material pertaining to CNA/HHA/CHT certification.

15% Assist in the mail operation. Opens, sorts, batches and distributes an average of 600 to 1,000 pieces of incoming daily mail and faxes.

Marginal Functions (including percentage of time)

5% 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: DS
Date: 2/12/2026