

DUTY STATEMENT

Employee Name:	Position Number: 580-224-1138-909
Classification: Office Technician (General)	Tenure/Time Base: Permanent/Full-Time
Working Title: Branch Technician	Work Location: 3701 N. Freeway Blvd, Sacramento, CA 95834
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Statistics and Informatics	Branch/Section/Unit: Operations Branch

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 a wide variety of administrative support activities and branch level assignments within the Operations Branch (OB).

The Office Technician (General) (OT) assists the public, appropriately responds to general inquiries, refers inquiries to the appropriate contact, processes requests for correspondence, and other CDPH required documents. The OT maintains and orders general office supplies and leads coordination of branch meetings. The OT leads the branch workgroup on website content and document posting for OB to ensure content is easily accessible and complies with Americans with Disabilities Act (ADA) standards. The OT serves as Attendance Coordinator, Training Coordinator, Travel Coordinator, and Ergonomic Evaluator.

The incumbent works under the general supervision of the Staff Services Manager III, Chief of OB.

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% Responds to email and telephone inquiries from internal and external customers and directs callers to appropriate unit or provides information to the appropriate Branch. Coordinates OB correspondence, including emails, letters, memos, and process and procedure documents. Proofreads documents and recommends changes by applying knowledge of current CDPH requirements for document standards in the CDPH Document Approval Manual, Correspondence and Procedures Manual, and other secretarial handbooks. Maintains OB confidential, administrative, and various other files as needed. Manages office roster and other email and mailing distribution lists. Schedules branch, special project, and ongoing meetings for the OB management team. Maintains OB Branch Chief calendar. Offers general clerical support to the OB Branch Chief, including answering calls, taking messages, scheduling meetings and appointments, preparing meeting and presentation materials, taking meeting notes, and arranging travel.
- 25% Assists with OB record keeping and general filing systems. Faxes, photocopies, and scans documents, arranges for duplication as required, distributes mail, and routes materials to staff as directed. Utilizes department share drives and online state web resources to access forms as needed. Acts as the main internal point of contact for OB communications and maintains knowledge of staff schedules. Reports or requests building services and completes IT tickets as necessary for OB. Acts as OB training coordinator and attends Department meetings for training coordination. Maintains completed training records for each staff member and assists with scheduling internal and external training. Acts as OB travel coordinator, arranges in-state and out-of-state travel, and attends Department meetings for travel coordination. Prepares and compiles the annual OB travel blanket documentation. Maintains staff travel records and facilitates any reimbursement for staff travel.
- 15% Acts as the OB Website Contributor and attends Department meetings for website contribution as needed. Oversees OB workgroup on website content and document posting for staff to ensure content is easily accessible and complies with ADA standards. Coordinates with OB staff and the CHSI Center Office to ensure website content is updated for each branch program. Assists branch staff with the development of recommendations for CDPH policies and procedures for posting website content. Interacts with CHSI Center Office and CDPH Office of Communications as needed for approval of website content and to ensure compliance with CDPH website posting standards.

10% Attendance Coordinator – CHSI OB: 580-224
Approximate Staff Size: 30-35 Employees

Acts as the OB Attendance Coordinator; uses the Human Resources Division (HRD) Timekeeping System (Tempo) to enter data into the automated attendance system to record absences, special schedules, alternative work week hours, and overtime, following CDPH guidelines. Acts as liaison between HRD and the Branch Office for all attendance reporting issues. Assists employees with resolving Tempo timesheet errors. Researches and takes appropriate actions to correct and resolve attendance reporting discrepancies; works with management to resolve conflicts and missing time reports. Tracks temporary staff hours and renewal dates. Reports dock and AWOL to the HRD at monthly cutoff and reports late dock thereafter; reports additions and separations of employees in reporting unit. Reports to HRD if any employees are on leave of absence or have returned from a leave of absence (i.e., medical, educational, military, or other types of leave of absence); and reconciles employee leave balances with monthly LAB Reports and immediately reports any discrepancies to the HRD. Maintains time and attendance files. Performs New Employee Orientations utilizing HRD checklists and resources, provides CDPH employees with onboarding and benefit resources, and submits completed new employee paperwork to HRD. Processes employee security key card access requests. Prepares appropriate forms, obtains signatures, and submits to program branch for processing. Tracks and submits staff probationary and annual appraisal forms to HRD.

- 5% Coordinates the interview process for new staff hires including scheduling interviews, preparing panel packets, administering written tests, and monitoring applicants while in secured areas.
- 5% Maintains and organizes OB supply room. Prepares, reviews, and processes orders for routine and special supplies using appropriate forms. Maintains a record of supplies and supply orders. Assists with resolving problems concerning acceptability of supplies with the requestor. Acts as the OB Ergonomic Evaluator by evaluating staff workspace and completing documentation if special equipment is needed. Orders supplies or equipment for Ergonomic Evaluations as needed.

Marginal Functions (including percentage of time)

- 5% Develops and builds skills through training and individual research. Attends trainings and conducts research as necessary to improve techniques, tools, and methodologies. 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: HH

Date: 3/21/24