

DUTY STATEMENT

Employee Name:	Position Number: 580-510-1139-004
Classification: Office Technician (Typing) Bilingual	Tenure/Time Base: Permanent / Full Time
Working Title: WIC Systems Support Staff	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch / WIC Systems Support Section

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 advancing the health and well-being of California's diverse people and communities. As a member of the WIC Systems Integration Branch, the incumbent serves on a team that provides support for the Women, Infants and Children's (WIC) various electronic systems and provides support and communication to WIC families, local agencies, authorized vendors, and division staff.

The incumbent works under the close supervision of the Chief, WIC Systems Support Section, Staff Services Manager II (SSM II), and may receive general direction from other managers in the WIC

Systems Integration Branch. The OT Bilingual (T) performs clerical duties for the Branch and coordinates meetings, webinars, and conference calls for Branch staff. The OT Bilingual (T) assists the California WIC Family Services Line, which entails providing customer service support to WIC families. The OT Bilingual (T) supports registration communications to WIC local agencies on WIC WISE trainings. The OT Bilingual (T) performs a variety of tasks requiring a high degree of initiative and independence, excellent communication skills, excellent skills in developing spreadsheets, charts, tables, and graphs using software applications, and a thorough knowledge of CDPH office procedures.

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 Spanish
- License/Certification: Valid Typing Certificate
- Other:

Essential Functions (including percentage of time)

- 40% Provides customer service support via the Virtual Contact Center (VCC) to WIC families and the public on the California WIC Family Services phone line, both in English and Spanish. Identifies and assesses customer needs. Creates and manages customer service tickets for documentation, support, and ticket escalation. Adheres to performance standards and quick turnaround times to ensure a positive customer experience. Maintains confidentiality regarding all participant and program information and safeguards local agency and participant information.
- 20% Responds to inquires related to the WIC EBT Card, California WIC App, and shopping transaction disputes via phone and follows communication procedures, guidelines, and policies to ensure timely resolution. Monitors, triages, and responds to inquiries from designated email and voice mailboxes.
- 10 % Provides clerical support for the Branch. Receives and reviews incoming documents, correspondences, and requests, including high priority correspondences. Proofreads written material; makes corrections in spelling, grammar, and punctuation; reviews and formats submitted material. Categorizes and prioritize items for action, attaching background materials as needed for reference. Receives, tracks, and follows-up on projects and assignments to the appropriate individual or unit for response. Independently prepares, edits, and finalizes letters, memoranda, reports, graphs, charts, and tables according to Department formatting standards while using appropriate grammar and punctuation. Develops and maintains via Microsoft Excel, Word, and PowerPoint, tracking spreadsheets and graphs. Captures minutes, action items, and deliverables for the Branch management. Receives, tracks and follows-up on projects and assignments in the Division approval process.

- 10% Assists with formatting training materials for WIC WISE trainers. Tracks local agency staff completion of Computer Based Trainings (CBTs) in the Learning Management System (LMS). Generates reports of CBT completion from the LMS. Prepares correspondence on trainings offered to WIC local agency staff. Processes training announcements, requests, registrations, and confirmations. Maintains an organized database of training resources and webinars. Coordinates communications with WIC regional training center contacts including policy and procedures, training room settings, scheduling requests, and equipment needs. Assists Branch staff in making travel arrangements. Processes and manages travel claims for the Branch.
- 10% Provides support to the Branch managers to schedule group and individual meetings which includes preparing agendas, utilizing Microsoft Outlook or Teams. Organizes the logistics for webinars and conference calls via Microsoft Teams or other webinar software.
- 5% Attends and actively participates in staff meetings and required trainings. Contributes information and ideas with co-workers to maintain an environment conducive to learning and supporting a cohesive team atmosphere. Actively suggests opportunities to improve the customer experience; participates on various committees or workgroups regarding program initiatives and supports the implementation and monitoring of activities; documents activities and provides updates to the Section Chief.

Marginal Functions (including percentage of time)

- 5% Performs other job-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: AG
 Date: July 2024