

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Seasonal Clerk

POSITION NUMBER:

811-1120-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Community Care Licensing Division/Investigations Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Care Provider Management Bureau

SUPERVISOR'S NAME:

Customer Service Manager I – To Be Determined

SUPERVISOR'S CLASS:

Staff Services Manager (SSM) I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

The Seasonal Clerk is subject to fingerprinting and a criminal record check by the Department of Justice. Must be able to lift at least ten pounds.

You are expected to work cooperatively with team members to ensure the Bureau is providing the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

SUPERVISION EXERCISED (Check one):

- None
- Supervisor
- Lead Person
- Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position directly supervises.

N/A

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

N/A

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote and protect the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction and supervision of the Staff Services Manager I, the Seasonal Clerk assists and supports the functions of the Customer Service Unit in the completion of administrative tasks that support the statewide background check program.

A. SPECIFIC DUTIES INCLUDE:

30% - Open, sort, distribute and scan mail and faxes into Guardian.

20% - Receives and responds to a high volume of incoming telephone calls to the Customer Service Unit from the public, agencies and Regional Offices regarding the status of background checks.

20% - Review and respond to email inquiries sent to the guardian@dss.ca.gov email box from the public, agencies and Regional Offices regarding the status of background checks and Guardian basic functionality questions.

20% - Print Guardian generated letters and prepare for mailing.

10% - Provide support for other administrative duties including but not limited to: photocopying, filing sorting, etc.

B. SUPERVISION RECEIVED:

The Seasonal Clerk receives direction, supervision and reports directly to the Customer Service Unit Staff Services Manager I.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Season Clerk has daily contact with the public, agencies and Regional Offices when they contact the unit for information regarding the background check process. Contacts must be handled professionally and tactfully to ensure and support excellent working relationships.

E. ACTIONS AND CONSEQUENCES:

Failure to effectively carry out the duties and responsibilities of this position may compromise the health and safety of vulnerable clients in community care.

F. OTHER INFORMATION;

The Seasonal Clerk must have excellent working habits and a positive attitude. Must be able to lift at least ten pounds.