



Classification: Management Services Technician
 Position Number: 880-600-5278-001

DUTY STATEMENT

CURRENT PROPOSED

RPA Number: 23-600-097	Classification Title: Management Services Technician	Position Number: 880-600-5278-001
Incumbent Name: Permanent	Working Title: Fee and Revenue Technician	Effective Date: January 2024
Tenure: Permanent	Time Base: Full Time	CBID: R01
Division/Office: Administrative Services		Section/Unit: Fee and Revenue Branch
Supervisor's Name: Cassandra White		Supervisor's Classification: Staff Services Manager II

Human Resources Use Only:	
HR Analyst Approval: Brittany Liverett	Date: 01/10/2024

General Statement
Under the supervision of a Staff Services Manager II and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Management Services Technician (MST) is responsible for providing timely and professional technical/clerical support to staff, assistance to the public and Department staff, by phone, e-mail, and in person. The MST is required to communicate effectively, perform technical research, manage multiple tasks, and become proficient in the various Fee and Revenue Branch fee program billing and collection processes. Daily proficient utilization of office equipment and the Microsoft Office Suite is required.
Essential Functions (Including percentage of time):



35%	Respond to feepayer phone calls and emails inquiring about invoices and payments. Work with California Integrated Water Quality System (CIWQS), /Financial Management System (FMS)/Ask FMS, Electronic Water Rights Information Management System (eWRIMS), and Daily Activity Records & Tracking System (DARTS) systems to research invoice issues; provide feepayers with appropriate forms; coordinate with program (Water Quality [WQ], Water Rights [WR], Surface Groundwater management Act [SGMA], Drinking Water [DW], Environmental Laboratory Accreditation Program [ELAP] and Site Cleanup Program [SCP] units and Regional Boards [RB]) to ensure changes are made. Support Fee program analyst(s) in prebilling tasks and coordinate with mailroom staff for invoice mailings.
35%	Assist with collection of past due invoices and research information on dischargers; contact feepayers for collection; attach collection letters in FMS; and assist with invoice write-off research. Process return mail; scan, research, and update FMS/other databases for address changes; and coordinate with (WQ, WR, SGMA, DW, ELAP and SCP) and RBs for new addresses and identify missing addresses.
15%	Process invoice modification forms by ensuring forms are complete and accurate; make appropriate changes to FMS; make log entries and coordinate with Accounting, WQ, WR and DW Units, and RBs to process the invoice modification forms.
10%	Process bankruptcy requests from Office of Chief Counsel which includes researching and coordinating with Fee staff to ensure all applicable outstanding invoices are represented, notate information in various systems such as FMS, and file information appropriately. Provide general support to the Fee and Revenue Branch staff which may include copy, file, and fax; order supplies; and assist with stakeholder meetings.

Marginal Functions (Including percentage of time):

5%	Perform other duties as required.
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Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer, the ability to sit/stand at a desk and the ability to carry a laptop/computer bag to and from the office building.

Typical Working Conditions:

cubicle in a smoke-free environment. The incumbent works in hybrid conditions; the office setting is on the 18th floor of a high-rise building in downtown Sacramento, in an enclosed, non-windowed office cubicle (reserved by a hoteling system), in a smoke-free environment. The work schedule is Monday through Friday. Currently, the position requires work in the office two days a month, one day a week during the fee billing season and as required based on operational needs of the position. Note the hybrid in-office to telework day ratio is subject to change at any time.

Supervisor Statement



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I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position?

YES **NO**

Employee Name	Employee Signature	Date