

DUTY STATEMENT

Employee Name:	Position Number: 580-220-9928-909
Classification: Program Technician II	Tenure/Time Base: Permanent/Full-Time
Working Title: Customer Service Specialist	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: Vital Records Registration Branch Registration Section Customer Service Unit Customer Service Team B

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 work at the journey level in the Center for Health Statistics and Informatics (CHSI), Vital Records Registration Branch, within the Customer Service Unit (CSU).

The Program Technician II (PT II) works in Customer Service Team B and responds to a high volume of incoming telephone calls regarding registering, amending, or obtaining copies of vital records. The incumbent responds to inquiries from the public and other stakeholders regarding requirements for

registering, obtaining copies of, and amending California birth, death, and marriage records. The PT II also utilizes established procedures to respond to customer voicemails and email inquiries, and to help resolve escalated cases.

The incumbent works under the general supervision of the Supervising Program Technician II, Chief of Customer Service Team B.

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% Respond to telephone inquiries from the public, government agencies, law enforcement agencies, hospitals, and other stakeholders regarding registering, amending, or obtaining copies of vital records. Conduct research within the Center Request Tracking System (CRTS) to advise customers of the location of pending requests within the processing system. Update CRTS with current customer information and annotate files to reflect pertinent details of each customer interaction. Provide information pertaining to the correct forms for vital record copy and amendment requests. Provide accurate and appropriate information from California statute, current office procedures, unit resources, the CDPH website, and information pamphlets issued by Vital Records.
- 20% Conduct research on the more difficult requests and respond to customer escalations using established work policies and procedures. Work directly with supervisors and subject matter experts to resolve the more complex customer service issues while adhering to internal policies and procedures.
- 15% Provide in-service training to new and existing staff regarding vital records registration, copy and amendment policies, procedures, statutes, and regulations. Provide phone system and customer service training to new and existing staff.
- 15% Respond to customer email correspondence regarding registering, amending, or obtaining copies of vital records, or checking the status of existing requests using established policies and procedures.
- 5% Transfer calls according to established guidelines. Email information to subject matter experts and/or supervisors when calls cannot be resolved by initial telephone contact with customer or require further research from another unit.

Marginal Functions (including percentage of time)

- 5% Perform 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: 8/12/24