

DUTY STATEMENT

Employee Name:	Position Number: 580-221-9927-022
Classification: Program Technician I	Tenure/Time Base: Permanent/Full-Time
Working Title: Mail Processor	Work Location: 3701 N Freeway Blvd, Sacramento, CA 95834
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Center for Health Statistics and Informatics	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section Production Unit Production Group Mail Processing Team

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 obtaining, opening, sorting, and distributing all incoming mail for the Center for Health Statistics and Informatics (CHSI).

The Program Technician I (PT I) will process applications for copies of a vital record or for amendments to vital records; process all completed certificates for mailing; review returned mail for address accuracy; and process requests from customers for various vital records forms and

pamphlets. This is the entry and training level and performs less difficult program specialist work.

The incumbent works under the close supervision of the Supervising Program Technician I, Chief of the Mail Processing Team (MPT).

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)

- 45% Date stamp, receipt, and enter completed certificates in the Center Request Tracking System (CRTS). Review and compare printed receipt with certificates for accuracy. Prepare certificates for mailing. Escalate problems or incorrect documents to the MPT Supervisor for review/action.
- 25% Obtain, sort, and distribute all U.S. mail and interagency mail delivered to CHSI by unit or specific addressee. Open and prepare applications for processing. Prepare all outgoing mail for pickup by the CHSI mail courier or U.S. Postal Service. Provide morning and afternoon mail service to CHSI, Branch and Center Offices, and other CDPH offices.
- 15% Review the information in CRTS of returned mail for address accuracy. Contact customers to verify address or obtain a new address. Enter comments into CRTS regarding customer contact. Verify address on mail is correct as provided by the customer on the application and place into the Returned Mail file. If an address change has been input into CRTS, reprint the receipt or reject letter, and forward to customer.
- 10% Process requests for pamphlets and forms using the Office of Vital Records email inbox and incoming correspondence. Send requested informational pamphlets and forms to customer. Verify Vital Records Issuance Branch (VRIB) checks, and money orders given to the Operations Branch (OB) for deposit and to ensure the amount deposited by CDPH Accounting includes all of the items VRIB submitted. Provide backup customer service coverage by answering telephone inquiries from the public regarding the status of pending requests for certified copies of vital records. Search CRTS to advise customer of exact location of pending request within the processing system.

Marginal Functions (including percentage of time)

- 5% Attend trainings, meetings, and 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: 10/19/23