

DUTY STATEMENT



1. Institution/Division/Office: CSP-Solano/Operations/CALPIA		2. Unit/Industry/Enterprise: Optical Annex	
3. Classification Title: Program Technician		4. Proposed Incumbent (if known): Vacant (LT)	
5. Current Position Number (Agency-Unit-Class-Serial): 075-270-9927-007		6. Effective Date:	
7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions: Under close supervision of the Supervising Program Technician II, the Program Technician is expected to exercise initiative and independence in assuming the responsibility for optical clerical functions.			
8. Work Schedule: Monday – Friday 0700-1530			
9. Percentage (%) of time performing duties:		10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.	
40%		<p style="text-align: center;">ESSENTIAL FUNCTIONS</p> <p>receives incoming Rx orders and processes for the Optical lab, including screening information for accuracy and removing confidential information; prepares completed orders for shipment, including packing slips and maintains shipping manifest; and performs data entry of Rx orders and on-line Rx processing.</p>	
30%		<p>Performs detailed research to resolve lab and/or doctor redo's; tracks and records cancellations; back-ups lab and mis-shipped jobs; possesses a clear understanding of the DVI and SyMed computer system, including basic computer functions in word processing and spreadsheet maintenance for the Optical Program; consults with production staff to assist in monitoring workflow, and advises when necessary to correct or adjust for customer demands.</p>	
20%		<p>Performs customer services duties pertaining to customer accounts, including responding to customer phone calls and written correspondence for information; researches status of order, Medi-Cal eligibility, product availability, delivery services, and schedules; ensures that questions are answered with valid information; resolves customer complaints and/or processes paperwork for both State and Medi-Cal orders; and provides documents and information to SyMed and CALPIA Central Office for billing purposes.</p>	
		(Continued on Page Two)	

DUTY STATEMENT



<p>9. Percentage (%) of time performing duties:</p> <p style="text-align: center;">10%</p>	<p>10. Indicate the duties and responsibilities assigned to the position and the percentage (%) of time spent for each. Group related tasks under the same percentage (%) with the highest percentage (%) listed first.</p> <p style="text-align: center;">MARGINAL FUNCTIONS</p> <p>Attends mandatory In-Service Training classes. Performs other classification-related duties as assigned.</p> <p style="text-align: center;">ADDITIONAL EXPECTATIONS</p> <p>Persons appointed to positions in this class must be reasonably expected to have and maintain sufficient strength, agility, and endurance to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of incarcerated individuals. Assignments during tour of duty may include sole responsibility for the supervision of incarcerated individuals and/or the protection of personal or real property.</p>
--	---

11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.

12. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:

<p>PRINT EMPLOYEE NAME:</p> <p>Vacant</p>	<p>EMPLOYEE SIGNATURE:</p>	<p>DATE:</p>
<p>PRINT MANAGER/SUPERVISOR NAME:</p> <p>Roberto Cortez</p>	<p>MANAGER/SUPERVISOR SIGNATURE:</p>	<p>DATE:</p>
<p>HR APPROVAL:</p> <p>KS 1/13/25</p>		