

DUTY STATEMENT

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| Employee Name: | Position Number: 580-630-9928-005 |
| Classification: Program Technician II | Tenure/Time Base: Permanent /Full-Time |
| Working Title: Database Support Technician | Work Location: 1500 Capitol Avenue, MS 7610 Sacramento, CA 95814 |
| Collective Bargaining Unit: R04 | Position Eligible for Telework (Yes/No): Yes |
| Center/Office/Division: Center for Environmental Health / Division Of Radiation Safety and Environmental Management | Branch/Section/Unit: Radiologic Health Branch / Financial Operations and Analysis Section / Database Support Unit |

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 providing technical support on the more difficult assignments in the Database Support Unit (DSU), including reviewing renewal applications to determine if they are to be manually processed or scanned, and verifying if sufficient Continuing Education Credits were submitted. Under the general supervision of the Supervising Program Technician II of the DSU, the Program Technician II (PT II) also reviews and processes forms and files of which are technical in nature and is responsible for answering phone calls daily. Contact with the public is moderate to heavy and work assignments are subject to review.

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% Reviews renewal applications to determine if payment information is correct and if the renewals can be manually processed or scanned into the Health Applications Licensing (HAL) database. Utilizing the HAL database, collects, manually processes, and inputs payments/fees and continuing education information into the database to update existing records for certificate/permit holders such as Nuclear Medicine Technologist, Limited Permittee, X-ray Technologist, and Licentiates. Reviews the HAL database to determine if requests for waivers or refunds by registrants and certificate/permit holders are justified.
- 30% Initiates contact, through telephone or in writing, to individuals, companies, government agencies, and other entities to resolve registration and certification renewal issues. The PT II is responsible for speaking with high-level managers, administrators, and doctors to determine specific information regarding billing matters. Compares renewal information to regulations, laws, and billing data before entering information into the HAL database.
- 25% Prepares letters for medical professionals and facilities to resolve application or renewal payment discrepancies. Prepares daily deposits to send checks to Financial Management Branch (FMB) for further processing following the State Administration Manual policies and procedures. Corresponds with individuals to notify them of checks rejected by FMB and to request corrected checks.

Marginal Functions (including percentage of time)

- 5% Performs other work-related duties, as required.

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.)

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| Supervisor's Name: | Date | Employee's Name: | Date |
| Supervisor's Signature | Date | Employee's Signature | Date |

HRD Use Only:

Approved By: DN

Date:4/25