



Proposed

Classification: Program Technician II (Bilingual-Spanish)		Position Number: 835-444-9928-001
Division/Office/Section: DOR/Certification, Assistance & Review Section/Recycler Education & Examination Unit		
Location: 801 K Street, Sacramento, CA 95814	Effective Date:	
Employee's Name:	Supervision Exercised: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Supervisor's Name:		
Collective Bargaining Identifier (CBID): R 04		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 department policies and procedures regarding attendance, leave, and conduct.

POSITION DESCRIPTION:

Under general supervision of the Recycling Specialist III (Supervisory), the Program Technician II is independently responsible for daily processing and dissemination of precertification training registration forms. The incumbent performs registrar duties at training classes, which includes travel to class locations. The incumbent will be responsible for initial information gathering and database searches related to trainee registration. Primary contact in English and Spanish for incoming calls and correspondence related to training class schedules, unit correspondence, registration status, and unit contracts. Incumbent performs data entry and processes training class documents. Travel may be required up to 25% per year. Travel may include day trips and trips of 2-5 days in duration, which involve overnight stays.

ESSENTIAL FUNCTIONS

- 45% Independently receive and review training registration forms to determine the completeness and ensure the minimum requirements are met for data entry into the Division of Recycling Integrated Information System (DORIIS). Determine appropriate unit staff and forward the form for final registration processing in DORIIS. Conduct initial information gathering and database searches related to incoming telephone calls, emails, and other correspondence in English and Spanish as appropriate. In English and Spanish as appropriate, correspond in writing/verbally and send registration confirmation emails to class participants. Provide English/Spanish translation for other unit staff to facilitate their communications with program participants as necessary. Perform DORIIS data entry for tracking staff and class costs.
- 25% Independently process weekly and monthly reports for precertification and renewal training workload tracking and registration processing. This includes, but is not limited to, the monthly renewal training notifications, class and exam attendee report, and cost analysis report. Ensure reports are organized and maintained for historical reference. Perform duties related to room reservations including contacting the Department of General Service Property Management offices to obtain bids from other conference room providers. Complete appropriate contract documentation to obtain reservation for fee-based rooms. Prepare class materials including training manuals and test materials. Perform registrar duties, in English and Spanish as needed, for class and exam registration, including traveling to training and exam locations.
- 15% Update DORIIS records based on information (in English and Spanish) obtained during the registration process. Perform DORIIS case data entry to track missed questions of each registrant. Create and send Application Vouchers and Pass/Fail letters (in English and Spanish as appropriate) following training sessions. Scan and attach registration and exam related documents to trainee and class cases in DORIIS.
- 10% Submit and update training class schedule information to the CalRecycle webmaster. Respond, in English and Spanish as appropriate, to inquiries regarding class status and class results.

MARGINAL FUNCTIONS

05% Receive, open, time stamp, and sort incoming assignments to the Unit and determine action required based on review of the subject matter. Assist class proctor and staff as necessary (may require travel to training and exam locations, and providing bilingual English/Spanish translation).