



DUTY STATEMENT	
Classification: Program Technician II	Position Number: 835-422-9928-001
Division/Office/Section: DOR/Recycling Program Certification & Registration Branch/Certification, Assistance & Review Section	
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: Jennifer Akins	
Collective Bargaining Identifier (CBID): R04	

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 Staff Services Manager I, the Program Technician II is responsible for the daily collection, processing, and dissemination of certification applications. The incumbent is responsible for initial information gathering and database searches for certification application processing. The incumbent will serve as a Program expert in identifying issues, problems, and resolutions with incoming information on applications; and perform data entry and process applications received for certification and management of beverage container recycling program participants.

ESSENTIAL FUNCTIONS

- 35% Independently receive and review certification application forms and determine operator status in the Division of Recycling Integrated Information System (DORIIS). Perform data entry of applications and determine what type of required and/or appropriate action is needed for Analytical staff to perform. Conduct initial information gathering and database searches related to incoming phone calls, e-mails, and other correspondence. Verify completion of data collection and create electronic tasks using DORIIS.
- 30% Provide technical support and program information by phone and e-mail in response to public entities, employees, other jurisdictions, or applicant inquires related to certification including, but not limited to, Recyclers and Processors. Perform data entry into DORIIS and review information submitted to determine status of applicant in DORIIS.
- 20% Create and process weekly and monthly reports for certification workload tracking and application renewal processing, which includes, but not limited to, the DORIIS error log, sign report, and operational processor list. Ensure program review/certification interview documents are available and information packets are prepared for Analysts.
- 10% Answer phones and e-mails; respond to voice mail messages regarding the certification application and processes.

MARGINAL FUNCTIONS

- 05% Receive, open, time stamp, sort incoming assignments to the unit, and determine action required based on review of the subject matter. Label, pull, and refile participant files as needed. Run weekly or monthly reports to determine pending unit deadlines.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:	Date:
Employee Signature:	
I certify that the above accurately represent the duties of the position:	Date:
Supervisor Signature:	
PERSONNEL USE ONLY: This personnel transaction has been reviewed and approved by:	
C&P Analyst:	Date Approved: