



Controller Betty T. Yee

California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-8579.

Position:

(291) Program Technician (2 Positions)

Position #:

051-550-9927-160, 051-550-9927-165

Salary Range:

\$2,722 - \$3,658

Issue Date:

10/14/2020

Contact:

Elisa Wong (916) 464-6055

Location:

Unclaimed Property Division
10600 White Rock Road
Rancho Cordova, CA 95670

Final Filing**Date:**

10/27/2020

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit application package electronically via your CalCareers account or to address below:

State Controller's Office
Human Resources Office
ATTN: Classification Unit - AM
300 Capitol Mall, Ste. 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application package must include either ARF #38 & #59 or Position #051-550-9927-160.165 in the job title section. Application received without this information may be rejected.

FREE PARKING

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

The following link outlines a summary of benefits available to state employees:

<https://www.calhr.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

Special Instructions: Please submit a resume with your application. Applicants are required to provide employment history on their application. Reference to "see resume" will be disqualified from recruitment.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

The Research and Public Response Unit (R&PR) is responsible for assisting the public by researching and responding to incoming inquiries via telephone, correspondence and/or e-mail pertaining to ownership of unclaimed property.

Under close to general supervision of the Staff Services Manager I of the R&PR Unit of the Special Operations Bureau, the Program Technician (PT) learns and/or performs work involved with completion and/or review of the processing of technical documents or the giving of technical information to departmental clientele and/or the general public. The duties of this class require detailed knowledge of and ability to interpret, apply and communicate specific laws, rules and policies related to program work.

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

- 1 Answer inquiry calls to the Unclaimed Property Division's (UPD) Call Center related to specific claims or providing general information regarding the Unclaimed Property Program.
- 1 Serve as the first line of contact for callers with less difficult questions, regarding claim inquiries with reference to laws, rules and regulation governing the distribution of unclaimed property.
- 1 Respond to inquiries with basic knowledge of unclaimed property laws, policies and claim procedures, via either telephone, e-mail or written correspondence.
- 1 Refer claims or calls that are determined to be more complex to the appropriate staff for further evaluation and resolution, per the UPD's Procedures.
- 1 Receive and document the location of complex claim types and review claims for settlement.
- 1 Provide support to the Special Operations Bureau by cross-training and providing back-up to address fluctuating needs of the Bureau.

Required Hours:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Desirable Qualifications:

- 1 Spanish-speaking candidates preferred.
- 1 Positive and friendly attitude.
- 1 Customer service oriented.
- 1 Patient and open minded.
- 1 Excellent work habits.
- 1 Must be dependable, punctual and flexible to work under demanding conditions.
- 1 Ability to interact with co-workers, work independently or as part of a team.
- 1 Good communication skills.

- 1 Excellent organizational and research skills with attention to detail.
- 1 Ability to multi-task and to adjust to priority changes.
- 1 Ability to work quickly and accurately under pressure.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, hair style and texture, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 02/2020