



GAVIN NEWSOM
GOVERNOR

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-Biz)

POSITION DUTY STATEMENT

Classification Title Office Technician (Typing)	Unit Office of Small Business Advocate	Name
Working Title Office Technician	Position Number 373-102-1139-001	Effective Date

GENERAL STATEMENT

The Office of the Small Business Advocate is established in statute with a number of specified duties to serve as the lead office on entrepreneurship providing small businesses in the State of California with the information and resources needed to succeed in the marketplace, and serving as the principal advocate in the state on behalf of small businesses and working.

The Office Technician (OT) performs a variety of complex clerical and administrative duties requiring adaptation to various office situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. The OT regularly performs a variety of the data-entry duties and is expected to consistently exercise a high degree of initiative, independence, and attention to detail in performing assigned tasks. Positions at this level regularly require detailed and accurate handling of sensitive, confidential information and correspondences, and a proficient knowledge of computer programs and applications, regulations, policies, and procedures.

The Office Technician will receive direct supervision from the Deputy Director, Office of the Small Business Advocate and general direction from the Director, Office of the Small Business Advocate. The position responsibilities will include the following:

ESSENTIAL FUNCTIONS

50%	<p>CLERICAL/ADMINISTRATIVE SUPPORT FOR THE DIRECTOR</p> <p>Provide general clerical support to the Director, Deputy Director, and senior leadership as time allows including typing memos or letters, managing calendars, maintaining databases, filing and records management, monitoring email correspondences, making copies, scanning documents, handling sensitive/confidential information, and assisting with general computer tasks and issues.</p> <p>Support also includes scheduling duties such as arranging internal and external meetings, managing logistics support for all meetings and events, coordinating all speaking engagements,</p>
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	<p>booking travel, tracking follow-up, and assisting in event logistics and support for all OSBA led meetings. Track travel and process all travel expense claims.</p> <p>Arrange meeting logistics and compile, duplicate and distribute meeting materials including pre-read materials and briefing book.</p> <p>Oversee office equipment, order supplies, troubleshoot equipment issues and submit service requests. Serve as office contact for maintenance, security and repairs. Assist with distribution and collection of employee documents and forms, including timesheets. Maintain subscriptions for online and hard copy publications. Manage files for transfer, storage and archiving.</p>
20%	<p>INVOICE PROCESSING & GRANTS ADMINISTRATION</p> <p>Support OSBA team with clerical and administrative processing tasks for its grants administration and financial reporting. Tasks might include reviewing grants quarterly reporting, invoice processing, tracking on excel spreadsheets, and annual grant proposal processing.</p>
15%	<p>LOGISTICS & EXTERNAL STAKEHOLDER SUPPORT</p> <p>Assist in logistics preparations for any external events including general planning, managing RSVPs, handling venue issues, etc. Assist in creation of event promotion ads/brochures/flyers, and event materials including Power Point presentations. Maintain the overall layout/design for advertisements, brochures, flyers, etc. Complete projects by coordinating with outside agencies, industry trade publications, printers, etc. Understand ad specs (bleed partials, covers and specialty sizes, mechanical requirements).</p> <p>Conduct research on a variety of entrepreneurship and small business topics as needed.</p>
10%	<p>OSBA GENERAL OFFICE SUPPORT / CUSTOMER SERVICE</p> <p>Serve as the first point of contact for OSBA clients. Provide telephone coverage including answering general inquiry calls and emails, responding to questions from the public, directing calls to appropriate staff and taking messages, and retrieving voicemail messages throughout the day. Meet and deal tactfully with the public. Requires professional and sensitive public contact and independent origination of correspondence involving knowledge of all GO-Biz offerings and general knowledge of small business issues at the state level. This will include instruction in the use of the Business Portal website. Good judgment and ability to communicate effectively is of primary importance.</p>
5%	Other duties as assigned.

PUBLIC CONTACT	
<p>During the course of work, the incumbent has regular and frequent contact with governmental agencies, appointed and elected officials. These contacts require a high degree of sensitivity and awareness of the functions and interrelations of various government organizations.</p>	

SUPERVISION EXERCISED

None.

SUPERVISION RECEIVED

This position receives direct supervision from the Deputy Director, and indirect supervision from the Director of Office of Small Business Advocate.

CONSEQUENCE OF ERROR

It is imperative that the incumbent is tactful at all times when dealing with management, other staff, incoming calls and visitors. Lack of tactfulness could result in disciplinary actions against incumbent.

CERTIFICATION

This position statement fairly represents the responsibilities and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Human Resources Office.

I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.

Employee Signature:

Office Technician, Office of the Small Business Advocate	Date

Employee's Printed Name:

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Supervisor's Signature:

Deputy Director, Office of the Small Business Advocate	Date

Supervisor's Printed Name:

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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Current office methods, procedures, equipment, and basic math principles
- Proficiency with MS Office – Excel, Word, Outlook, PowerPoint, Photoshop
- Proper filing techniques to create and maintain an organized system to store and retrieve hardcopy and electronic information
- Office procedures (e.g., filing, answering phones, reception duties, supply ordering, office equipment maintenance)
- Proper spelling, grammar, punctuation and sentence structure to ensure that written materials are complete and accurate

Ability to:

- Perform difficult clerical work
- Make arithmetical computations
- Operate various office machines
- Follow oral and written directions
- Read and write English at a level required for successful job performance
- Keep complex records and files organized
- Meet and deal tactfully with the public, through phone, email, or in person
- Prepare correspondence independently utilizing proper vocabulary, grammar and spelling; communicate effectively
- Type at a speed of not less than 40 words per minute
- Learn new programs and systems as they are developed for OSBA grant programs

DESIRABLE EXPERIENCE/QUALIFICATIONS

- Maintains good work habits and attendance
- Demonstrates a commitment to performing duties in a service-oriented manner
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment
- Think creatively and develop new design concepts, graphics and layouts
- Demonstrates a commitment to performing duties, accurately and effectively
- Attentive to detail
- Ability to manage multiple tasks and assignments
- Ability to work independently in a team setting
- Ability to maintain confidentiality and adhere to the highest possible code of ethics
- Excellent organizational skills and attention to detail
- Outstanding interpersonal skills
- Graphic Design and Desktop Publishing Tools