

DUTY STATEMENT

Employee Name:	Position Number: 580-015-1139-004
Classification: Office Technician (Typing)	Tenure/Time Base: Permanent/Full-Time
Working Title: Office Technician	Work Location: 1415 L Street, Suite 630 Sacramento CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Office of Compliance	Branch/Section/Unit: Equal Opportunity & Operations Branch/ Operational Services Section/Support and Accountability 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 completing crucial administrative tasks and support to CDPH's Office of Compliance (OOC), which is comprised of the Audit and Accountability Branch and the Equal Opportunity and Operations Branch.

The incumbent performs the administrative tasks for OOC. The Office Technician (OT) acts as Office's Attendance Coordinator. The OT prepares correspondence, reports, and technical documents, data entry, places orders for equipment and supplies for OOC, processes invoices,

proofreads and formats documents, and addresses facility needs. The OT will process incoming and outgoing mail/packages, and will organize and maintain OOC's administrative files, technical reports, and supplies.

The incumbent works under the general direction of the Support and Accountability Unit (SAU) Manager (SSM I) within OOC.

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: Typing Certificate
- Other:

Essential Functions (including percentage of time)

35% Independently, and in accordance with general instructions, the incumbent reviews, edits, proofreads, and evaluates high level correspondence for proper format and clerical errors. Ensures proper grammar, punctuation, and consistency with administrative policy and procedures on all documents. Maintains and handles the most sensitive and complex files to ensure compliance with Record Retention Schedule; processes routine, confidential, expedited, and routed material generated by the staff requiring a thorough knowledge of procedures and policies of the Department, Agency, and administration. Researches and processes procedural functions related to internal policies and procedures (Human Resources, Accounting and Budgets, Business Services, etc.), and gathers background material from various sources for the staff. Serves as primary liaison for the processing of Director and Secretary Action Request submissions through the Department's online administrative portal. Uses Microsoft Windows software including Word, Excel, Outlook, and Power Point daily. Assists with ensuring ADA compliance of OOC documents and webpages.

25% Independently organizes and maintains existing technical, report, and administrative file systems, files materials in appropriate file, maintains up-to-date index and keeps most current forms on hand. The incumbent handles the most sensitive and confidential mail. Receives, screens, and processes incoming correspondence from the public, medical community, outside control agencies, and CDPH employees. This includes logging and creating files for discrimination, harassment, workplace violence and whistleblower complaints. Makes determination if correspondence requires the attention of the Deputy Director, Branch Chiefs, Section Chiefs, or Unit Managers, or whether the OT's own knowledge is sufficient for a reply. Reviews outgoing correspondence prepared by other staff for the Deputy Director's signature for consistency with administrative policy, as well as format, grammatical construction, and clerical errors. Greets and screens visitors and completes scheduling activities (including interview processes) and sensitive and complex telephone calls to the main phone line, from the public, medical community, outside control agencies, and CDPH employees involved with or inquiring about complaints. Determines if Deputy Director, Branch Chiefs, Section Chiefs, or Unit Managers should receive the call or visitor, whether the OT's own knowledge is sufficient for a

reply, or if a referral to another staff member is necessary.

15% Reviews office files for record retention compliance and purges files accordingly. Notifies management of performance report due dates and updates log to ensure timely submission. Oversees and manages OOC's inventory of all state equipment, supplies and furniture; retains a centralized asset management database and regularly inventories and tracks that all items are accounted for. Works with the OOC Telework Liaison to align the Office's centralized asset management of state equipment, furniture, or office supplies to track what must be returned when telework ends. Works with building management and CDPH Program Support Branch on facility issues.

10% ATTENDANCE COORDINATOR – Collects benefit forms from employees and submits to the Human Resources Division (HRD). Accepts and reports Catastrophic Leave donation forms and forwards them to HRD. Coordinates submission of final attendance forms and Exit Clearance forms with employee and the employee's supervisor. Answer routine questions and refer all technical/complex questions and issues of contract interpretation to the HRD.

On a monthly basis:

- Verify all Tempo Timekeeping timesheets are submitted for all OOC staff;
- Report intermittent hours to HRD (Student Assistants, Retired Annuitants, Seasonal Clerks);
- Report dock and AWOL to HRD at cutoff and report late dock thereafter;
- Report additions and separations of employees in reporting unit; and
- Confirm with HRD which employees are on leave of absence or have returned from a leave of absence (i.e., NDI, SDI, Workers' Compensation, etc.).

10% Generates, processes, and tracks staff travel claims, invoices, purchase orders (PO), contract, and service order (SO) requests following appropriate policies and procedures. Resolves issues regarding the processing of travel claims, invoices, POs and SOs. Functions as the point of contact for all office supply orders. Supports the OOC Operations & Personnel Analysts with training coordinator duties and assists with submission of training certificates. Monitors stock of standard supplies and coordinates special order requests. Maintains supply inventory; develops, and maintains a schedule for usage to facilitate timely ordering of supplies. Responsible for ensuring shared printers and copiers are well stocked with toner, paper, and other supplies as needed. Creates Cherwell IT tickets upon computer-related technical issues that arise. Prepares purchase requisitions for office supplies and subscriptions into the department's database system. Works with staff to ensure receipt of all necessary paperwork to process purchase requisitions.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as required, including assisting in the maintenance of OOC internet and intranet pages.

<p>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.</p>	<p>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</p>
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		a need for reasonable accommodation, inform the hiring supervisor.)	
Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
HRD Use Only: Approved By: DS	Date 5/7/2024		