

# State of California - Department of Social Services

## DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (OT) (Typing)

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Research Services Branch

SUPERVISOR'S NAME:

Rich Terwilliger

POSITION NUMBER:

800-635-1139-001

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Data Management &amp; Information Systems Bureau

SUPERVISOR'S CLASS:

Staff Services Manager III (SSM III)

## SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (Explain below)
- None
- Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

## SUPERVISION EXERCISED (Check one):

 None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

The DMISB provides technically advanced program evaluation and research and analysis used for budgetary projections, assessment of program policies, federal reporting and evaluation of outcomes. The DMISB is responsible for the collection, analysis and dissemination of timely and accurate data that provides CDSS with vital information on its programs. Functions include data collection methods, survey design, and develops complex procedures for conducting advanced spatial statistical research in order to facilitate the creation of map products using cartographic tools including map templates, symbology representations of layer files and base maps. In addition, the DMISB coordinates the acquisition, review and compilation of timely and accurate Temporary Assistance for Needy Families (TANF) and CalFresh programs as mandated by federal regulations. The DMISB is also responsible for performing oversight and field monitoring of county procedures and validation of case documentation for TANF recipients' work participation hours at the county level.

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**CONCEPT OF POSITION:**

Under the general direction of the SSM III, the OT is responsible for providing a variety of clerical support services to bureau staff and direct support to the SSM III. The position requires detailed knowledge of Departmental operations and clerical procedures, excellent computer, typing, organizational, communication and interpersonal skills. The incumbent is required to maintain consistent and regular attendance and must adhere to Departmental policies and procedures regarding attendance and leave. Also required are good communication skills, both written and oral, as well as, the ability to act independently. The position also serves as back up to the Branch Executive Secretary I (ES I), Division Executive Assistant (EA), and other clerical positions.

**A. RESPONSIBILITIES OF POSITION:**

- 30% Accurately maintains and updates the organizational charts and phone lists. Proofreads draft and final documents to ensure outgoing correspondence are accurate and consistent with administrative policy, format and grammatical construction. Distributes draft and final materials to appropriate parties; ensures all necessary sign offs are received and materials are packaged correctly for release; ensures final documents are appropriately released. Maintains and updates databases designed to track workload and packages for the Bureau.
- 30% Performs administrative duties including, but not limited to, developing and maintaining electronic and manual tracking and filing systems for correspondence and other bureau activities, ordering supplies, creates and tracks personnel transaction packages, sets up interviews, maintains personnel records and forms for staff, assists staff with travel arrangements and CalATERS claims, as well as the compilation and submittal of Bureau responses to Division or Department requests for information and form completion (e.g. Funds Availability Reports, staff contact/duty information, Conflict of Interest Forms).
- 20% Types variety of materials, including sensitive and/or confidential material, such as statistical tables, charts, forms and general correspondence such as memos and letters; assists managers and analytical staff in the development of unique charts, tables and graphs to present complex statistical or research data.
- 10% Reviews and evaluates incoming mail and routes it accordingly; receives and screens incoming calls, routes them to appropriate staff and provides factual information in response to inquiries.
- 5% Assists in maintaining the Branch Chief's calendar; schedules meetings and arranges for conference rooms for Branch staff; prepares meeting agendas and minutes.
- 5% Serves as back up to the Branch ESI, Division EA, other clerical positions and performs other duties as required.

**B. SUPERVISION RECEIVED:**

The OT is formally supervised by the SSM III. Formal supervision and direction is limited to general instructions. The incumbent is required to utilize his/her initiative, resourcefulness and a high degree of independence in completing assignments.

**C. ADMINISTRATIVE RESPONSIBILITY:**

N/A

**D. PERSONAL CONTACTS:**

The OT has daily contact with the SSM III and all other staff from the Research Services Branch. The OT will also have frequent contact with staff from various units within the Department by phone or in person and contact with representatives of county, federal and other state agencies, the University of California, other outside researchers, advocates and members of the public.

**E. ACTIONS AND CONSEQUENCES:**

The OT must demonstrate personal initiative and precise judgment in prioritizing assignments, providing accurate and timely work products and handling sensitive and confidential materials. Failure to do so could result in the application of inconsistent policies and procedures, poor work products, undue delays in meeting critical deadlines, confidential information being given to unauthorized persons and other administrative problems. Failure to use tact and sensitivity or otherwise respond appropriately and timely to outside contacts could result in the Department being viewed in an unfavorable position.

**F. OTHER INFORMATION:**

The incumbent must have excellent computer, typing, organizational, communication and interpersonal skills, maintain consistent and regular attendance, judgment and tact; be flexible in order to meet changing priorities and be able to handle a variety of assignments under occasional stressful conditions.