

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT San Diego/Clerical		DIVISION Border			
CIVIL SERVICE CLASSIFICATION TITLE Office Assistant (Typing)		BARGAINING UNIT R04	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-645-1379-013		CURRENT DATE 11/24/2020			
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
APPROVED BY				DATE	

FUNCTION OF POSITION
Under the general supervision of the Office Services Supervisor I, the Office Assistant (Typing) is responsible for processing all collision reports and related traffic accident records for the clerical unit within the San Diego Area office. Complete requests received regarding all traffic collision reports.

SUPERVISION RECEIVED
The Office Assistant (Typing) reports directly to and receives the majority of their assignments from the Office Services Supervisor I. However, direction and assignments may also come from the Office Services Supervisor II or alternate.

SUPERVISION EXERCISED
N/A

WORKING CONDITIONS
Climate controlled office environment. Working hours Monday - Friday from 8:00 am - 5:00 pm. Light lifting when rotating files and purging files per departmental retention schedule.

SPECIAL PERSONAL CHARACTERISTICS
A demonstrated interest in assuming increasing responsibility; position requires the employee to be cross-trained in other clerical duties to provide support when necessary. Team work oriented, flexible, and excellent time management skills is desired. Dependable and excellent attendance is desired.

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
40%	Processes all requests for copies of collision reports and photographs received through the mail or as customers come into the office, including couriers and fax requests. Ensures parties requesting reports are parties of proper interest and have the correct and necessary documents (i.e., CHP 190). Obtain copies of photos and print copies of reports from California Automated Reporting System (CARS), write receipts for customers ensuring checks received are written correctly, and cash received balances. Place requests in pending file for reports not yet completed. Check CARS at least twice a week for pending reports. Process and type reports to customers as soon as reports are completed. Provides completed reports to allied agencies and other entities as necessary. Makes the necessary number of copies for distribution to Caltrans, DMV, San Diego District Attorney's office, South Bay District Attorney's office, San Diego County Medical Examiner's office and other allied agencies as required.
35%	Answers incoming telephone inquiries regarding collision reports and other public inquiries, and assist customers as needed. When appropriate, transfer callers to other employees or dispatch as needed. Maintain collision files/photos and move older files in record retention filing room. Maintain and purge files in accordance with departmental retention schedule as required.
20%	Process all supplemental and hit & run reports for collisions as required, including entering data in photo status log. Process and type counter and courtesy reports, and send to allied agencies or other CHP area offices as indicated. Track and maintain requests for incomplete collision reports and follow-up until reports are complete and process in a timely manner.
4%	Subject to or cross-trained in arrest records, subpoenas, citations, towed vehicle reports, ordering supplies, miscellaneous reports, and assisting co-workers and providing back-up to meat Area's needs. Provide back-up to the Front Counter clerk on a rotational basis. Answers telephone calls from the public and route to appropriate personnel as necessary.
1%	Other job-related duties as required and as assigned by a supervisor.

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Non-Essential Functions

TOTAL 100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
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I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
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