

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

434-1139-001

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

State Hearings Division

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

San Diego Regional Support Unit

SUPERVISOR'S NAME:

Candace Berry

SUPERVISOR'S CLASS:

Staff Services Manager I

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)

Fingerprint clearance required.

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

I have read this duty statement and agree that it represents the duties I am assigned.

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:

We provide timely, independent and impartial due process hearings and produce timely, legally correct decisions. We maintain the integrity of the state hearing process, provide efficient administration of the state hearing process, communicate with counties, claimants, and others to achieve an efficient and effective state hearing process and identify and influence various issues that arise in the state hearings process that appear inconsistent with existing law or policy.

CONCEPT OF POSITION:

Under the general direction and supervision of the Staff Services Manager I (SSM I) in the San Diego Regional Support Unit (SDRO) the Office Technician (Typing) (OT (T)) is responsible for:

A. RESPONSIBILITIES OF POSITION:

50% Responsible for typing and preparing sensitive and confidential material. Reviews correspondence to ensure the proper format, grammatical construction and consistency with Departmental policy are used. Oversee the monitoring and tracking of document logs on correspondence and package material appropriately. Responsible for downloading and uploading documents into our Appeals Case Management System (ACMS).

20% Receive and screen incoming telephone inquiries and visitors. Route calls and visitors to appropriate staff members. Maintain filing system. Act as liaison with various county representatives, claimants and authorized representatives and investigates direct inquiries.

20% Coordinate all hearing activities. Responsible for preparing and distributing correspondence and files for hearings. Assist with setup and use of video conference equipment. Assist ALJs with pre and post hearing needs such as following up with parties and scheduling continued hearings. Update claimant information and requests in ACMS.

5% Track and log cases and provide status to ALJ's. Provide ALJ's with list of pending cases as needed. Review ACMS to ensure documents uploaded properly and electronic case file is complete. Assist with onlining of new cases into ACMS and processing returned mail.

5% Responsible for various administrative duties including but not limited to distributing mail, faxes, or other correspondence. Assist with establishing or revising office procedures/manuals and maintain written office procedures and distribute to staff.

B. SUPERVISION RECEIVED:

The OT (T) is supervised by the SSM I.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The OT (T) has daily contact with all levels of department staff, county welfare staff, welfare recipients, authorized representatives, as well as representatives from other State agencies.

E. ACTIONS AND CONSEQUENCES:

The consequences of error of the OT (T) is high in the preparation and review of decisions and the tracking of cases since staff receive minimal review of work. An error in these areas could adversely affect claimants/county staff, reflect inaccurate statistical information, and cause monetary penalties to the Department.

F. OTHER INFORMATION:

The OT (T) must have good interpersonal communication skills and be able to work well under pressure in order to meet mandated time frames.