

# DUTY STATEMENT

ORGANIZATION (DIVISION/REGION/BOARD) Central Coast Water Board	UNIT Administrative	POSITION # 880-130-1139-714	DATE 10/04/2022
NAME OF EMPLOYEE (IF APPLICABLE) VACANT			
CURRENT CLASSIFICATION Office Technician (Typing)		PROPOSED CLASSIFICATION (IF APPLICABLE)	
NAME OF SUPERVISOR VACANT			
CURRENT CLASSIFICATION OF SUPERVISOR Staff Services Manager I		REVIEWED AND APPROVED BY SIGNATURE	
SUPERVISION EXERCISED (IF APPLICABLE)			
1. DIRECTLY SUPERVISED		2. INDIRECTLY SUPERVISED	
NO. OF EMPLOYEES	CLASS TITLE	NO. OF EMPLOYEES	CLASS TITLE
N/A		N/A	
DESCRIPTION OF DUTIES: SUMMARIZE THE REGULARLY ASSIGNED DUTIES OF THE POSITION, EXPLAIN MOST IMPORTANT DUTIES FIRST. LIST THE PORTION OF TIME BY PERCENTAGE IN LEFTHAND COLUMN, EXTRA SHEETS MAY BE ATTACHED.			
% OF TIME	DUTIES		
30%	<p>Under the general direction of the Staff Services Manager I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:</p> <p>Provide clerical support; prepare, process, and distribute all incoming and outgoing electronic and hard copy documents/correspondence for Central Coast Water Board staff. Handle incoming documents and assist program staff by scanning, distributing, uploading, and indexing documents in accordance with the appropriate databases and workflow procedures. Review, prepare, and process all email requests submitted to the E-Correspondence email inbox. Frequently monitor Hazardous Materials Spill Reports received from the Office of Emergency Services (OES) via the Central Coast Mailbox; alert appropriate staff and management to hazardous material spill emergencies within the region; upload OES reports to the Electronic Content Management (ECM) database.</p>		
30%	<p>Provide courteous assistance to public inquiries by telephone and walk-in requests. Greet the public, maintenance staff, and direct visitors to appropriate staff or conference rooms. Answer or frequently check main Central Coast Water Board telephone line or voicemail, forward calls to appropriate staff, and answer inquiries with a high degree of professionalism. Maintain up-to-date staff information and office procedures manual, staff phone list, and document routing guidelines. Maintain current knowledge of Central Coast Water Board staff functions and responsibilities in order to appropriately respond to public inquiries. Follow oral and written directions; evaluate situations accurately and take effective action; produce high-quality final work products with attention to detail, careful proofreading, and editing; make clear and comprehensive reports; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling; communicate effectively; provide functional guidance;</p>		

	understand Central Coast Water Board's function and responsibilities as a regulatory agency.
10%	Assist in maintaining organized and functional file rooms and assist with management of files according to records retention schedule. Process, distribute, and track all Public Records Act Requests, coordinate file reviews with technical staff, management, and members of the public. Assist staff in scheduling, retrieving, and returning files as needed for Public Records Act Request file reviews.
10%	Ensure compliance of vehicle maintenance schedules. Maintain complete and accurate maintenance files on each fleet vehicle. Report monthly mileage and usage of each vehicle to Department of General Services. Adhere to all specified reporting deadlines. Maintain safety supplies and accident reporting documents in each vehicle. Provide training to staff regarding vehicle check out procedures, Fleet Card use, and accident reporting requirements.
10%	Operate and manage service and maintenance of various office machines. Maintain accurate inventory of printer, copier, fax, and postage machine supplies. Assist staff in resolving office equipment related issues such as maintenance issues and technical assistance with the operation of equipment. Maintain accurate inventory of office supplies and communicate any needs to the Procurement lead staff. Ensure all new office equipment is properly tagged with a State Property Tag and manage damaged property according to the Division of Administrative Services property management procedure.
5%	Act as back-up to other administrative staff during peak workloads, vacations, and absences.
5%	Perform other duties as assigned.
	Employee Signature: _____ Date Signed: _____