

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Human Resources		EFFECTIVE DATE
BRANCH/SECTION Transactions		CLASS TITLE Management Services Technician (MST)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-404-5278-002
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the supervision of the Personnel Supervisor I, Human Resources Division (HRD), the incumbent is responsible for the front desk and provides administrative and semi-professional support for the Human Resources Division. Responsible for front-end representation of HRD through excellent customer service, responding to customer inquiries and ensuring operational organization of administrative functions. Demonstrates a positive attitude and commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations.		
% of time performing duties Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)		
<u>ESSENTIAL FUNCTIONS:</u>		
20%	Responsible for managing all Report of Personnel Action (RPA) documents submitted to Transactions Unit through dedicated inbox. These duties include, but are not limited to: <ul style="list-style-type: none"> Review incoming RPA packages to ensure that all necessary documents and fields are accurate and complete to ensure smoother processing for Transactions team. For new employees, create an employee Official Personnel File (OPF) folder and follow filing procedures and guidelines. Print all RPA documents and route to appropriate Personnel Specialist (PS) for timely processing. Assist Transactions Unit with tracking down RPA documents as needed from applicable parties. Flag files with effective date to ensure that RPAs are processed timely and efficiently. 	
20%	Responsible for the inbox that receives all new hire documents including mandatory, administrative and benefit forms. These duties include, but are not limited to: <ul style="list-style-type: none"> Review all documents received in the inbox for accuracy and completeness. Answer any questions regarding forms that are submitted. Track forms that are received for employees to ensure that all required forms are submitted within the necessary timeframes for timely processing. Follow-up with employees on missing forms. Print received documents from inbox and route to Personnel Specialists for processing. 	
10%	Review new hire paperwork (Mandatory forms) of employees on their first day to ensure all required forms are submitted and accurately completed for proper processing. This includes verification of I-9 Employment Eligibility in accordance with Federal rules; answering questions from employees on documents; notify Transactions Manager of any questions or concerns, provide notification of any employees that are on a temporary status or visa status; and route all documents to Transactions for processing.	
10%	Responsible for maintaining HRD files (OPFs, Separations, etc.) and filing systems per designated standards and processes to ensure compliance with document storage and record retention as well as the organization of employee records. These duties include, but not limited to, filing all completed documents into employee OPFs and Benefits Folders; purging files in compliance with retention record and schedule; assisting with the scanning of historical and current documents to electronic based platforms, servers and systems in order to transfer documentation for electronic access; and maintaining and ensuring confidentiality of all files in file rooms and throughout HRD-SF office.	

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10%	<p>Assist with various reports-and projects to ensure timely and accurate processing. These projects include, but are not limited to:</p> <ul style="list-style-type: none"> • Printing out monthly reports for Transactions team and provide as applicable to Transactions Manager for processing and review. • Assisting with printing and distributing the 672 Attendance Report to PS for timely processing. • Assisting with the Garnishments, to include but not limited to, receiving them by mail and/or fax, making a copy of the garnishment and logging information into the garnishment binder, filing the copy in the binder and providing the original to the PS. • Receiving range change requests from PS for processing. Take provided information and transfer to pre-designed template (Range Change form) that is distributed to the employee's supervisor for review. Track when range change form sent and ensure all requests are returned to HR. When signed range change form is received, provide to designated PS for processing. • Assist with reviewing the telework stipend payments and tracking to ensure payments have been received. If payment is not received, changed or needs to be updated, notify appropriate PS.
10%	<p>Receive, review, format and distribute electronically the Notice of Personnel Action (NOPA) to employees for signature and follow-up on the timely return and completion of these documents for filing.</p>
5%	<p>Perform administrative duties for HRD, including but not limited to the following duties:</p> <ul style="list-style-type: none"> • Receive, screen, respond and direct visitors, incoming phone calls, voicemails, fax and e-mail messages to the appropriate HR staff by referring to HR contact list and forward accordingly (i.e. voicemail transfer or email) for timely response. • Responsible for overseeing all platforms such as general inboxes and main telephone line for HRD to ensure timely response to and customer service. • Receive all incoming mail and documentation at the front counter; when received, date stamp for verification or receipt and distribute accordingly. • Handle all outgoing mail by providing appropriate mailing packages (boxes, envelopes, etc.) and ensure mail is processed timely and per administrative guidelines. • As necessary, assist with coordination of special shipping projects or tracking of packages with Administrative Services Division staff.
5%	<p>Maintain HRD inventory of office supplies through monthly tracking and review of stock. As needed, order supplies for designated office by following all ordering protocols. Ensure office organization through maintenance of stock and file rooms, compliance with applicable Facility and Health and Safety rules and practices and cleanliness of front counter and public/shared spaces within the HRD office.</p>
5%	<p>Assist with the dispatching of HRD case management system to ensure cases are properly routed and responded to per HRD customer service timeframes. Respond to the less complex inquiries dispatched to assigned queues in the HRD case management system and ensure proper closure of cases once complete/responded to.</p>
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Act as back-up to assist with virtual new hire orientations on administrative and benefits' forms and as a back-up to the timekeeper to ensure timesheets are processed timely for HRD. May act as a back-up to other staff in the office as it pertains to other administrative duties and reporting. Perform other job-related duties as assigned.</p>

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KNOWLEDGE AND ABILITIES *[From Class Specs]*

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Must possess mobility to work in a standard office setting with prolonged periods of sitting.
- Ability to read and understand printed materials both hardcopy and through a computer screen.
- Ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.
- Repetitive motion to include reaching, turning, kneeling, bending and/or squatting.
- Work in an office setting with natural and artificial lighting as well as temperature control.
- Occasional travel required and may include evenings, overnight or several days at a time.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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