

DUTY STATEMENT



CURRENT
 PROPOSED

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|--|----------------------|---|--------------------------------------|------------------------|
| CIVIL SERVICE CLASSIFICATION Office Technician (Typing) | | WORKING TITLE Office Technician, CALICO Laboratory | | |
| PROGRAM NAME Division of Occupational Safety and Health | | UNIT NAME CALICO | | |
| ASSIGNED SPECIFIC LOCATION San Leandro | | | POSITION NUMBER 400- 476-1139-431 | |
| BARGAINING UNIT R04 | WORK WEEK GROUP 2 | BILINGUAL POSITION No | CONFLICT OF INTEREST FILER No | BACKGROUND CHECK No |

General Statement

Under the general supervision of the Chief of the Division of Occupational Safety and Health (DOSH) for Policy and Program Evaluation, the Office Technician (Typing) will regularly perform clerical functions for occupational safety and health staff at the Calibration and Inventory Control (CALICO) Laboratory, such as using a database for tracking equipment; responding to requests from District Offices and tracking the status of those requests, receiving and shipping technical equipment and supplies; responding to invoices, completing forms and filing documents; answering questions from staff and the public; training CALICO staff on office procedures, and other clerical work.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

| Percentage of Time Spent | Duties <u>Essential Job Functions</u> |
|--------------------------|---|
| 25% | Confirms receipt of requests coming from Cal/OSHA staff through the telephone and CALICO email account involving a large variety of technical equipment/supplies and actions such as requests for new equipment or supplies, equipment disposal, use procedures, calibration instructions, and mailing directions. Searches the Microsoft Access request database for duplicate requests, evaluates requests for accuracy and completeness, inquires with requesters to obtain all of the minimum necessary information when necessary, enters detailed request data into the database, evaluates the needs of requesters, issues request numbers, and determines which CALICO staff member requests will go to. Queries the database and answers status questions regarding previously issued requests. Provides tracking numbers from the database to field staff, upon request. Investigates issues when shipments are not received by the field offices utilizing the shipper's website to review tracking signatures and other data, inquires with the shipping vendor and Cal/OSHA staff, and independently composes correspondence to Cal/OSHA staff to investigate the whereabouts of the equipment. Receives signed equipment transfer forms by fax and email, records them in the request database, and files them with the matching outgoing equipment transfer forms. |
| 20% | Updates data in the Microsoft Access inventory database when the status of equipment or supplies has changed (e.g. received, shipped, calibrated, lost or placed out of service). Generates and maintains spreadsheets to keep statistics on supplies shipped. Creates new records within the inventory database when new equipment is received. Extracts equipment data from the inventory database when older equipment is surveyed out, determines proper coding, develops explanations, and completes the 22 fields of the STD 152 property survey forms for Cal/OSHA headquarters approval. Generates and provides |

DUTY STATEMENT



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| | inventory reports in response to inquiries from field offices. Generates inventory reports for each field office; transmits reports to the appropriate person for verification; evaluates responses for completeness and general accuracy; contacts field offices as necessary to resolve issues; and updates the inventory database as required, in coordination with the lead Associate Safety Engineer (ASE), to produce with a detailed, system-wide, equipment inventory. |
| 20% | Sorts and digitizes new calibration certificates for all equipment that underwent internal or external calibration. Identifies discrepancies between bar code numbers on calibration certificates and the appropriate equipment on file. Files calibration certificates in the appropriate electronic and paper filing systems, and updates the Microsoft Access inventory database. Verifies that incoming invoices match the contract pricing. Forwards invoices from third party calibration sources to the lead ASE. Removes old calibration documents from paper and electronic files in accordance with DOSH administrative P&Ps detailed in section A-6. Tracks timeliness and completeness of contract analytical laboratory invoices, and verifies that invoices match the analyses requested and contract pricing. Enters contract lab invoices into a Microsoft Excel spreadsheet. Obtains chain of custody and laboratory results by matching the requestor to the correct office location, and downloading from the contract lab's website. Files invoices in the correct location. |
| 20% | Answers and forwards telephone calls, emails, in-person inquiries, and faxes from the public, other agencies and internal sources. Takes messages for CALICO personnel. Identifies issues requiring immediate assistance and notifies CALICO personnel. Answers questions from calls and emails independently, such as inquiries from Cal/OSHA staff about CALICO procedures, and inquiries from the public about the appropriate Cal/OSHA office. Directs the public to the correct DIR website and answers basic questions about the Cal/OSHA program. Distributes mail within the unit. Evaluates mail content and determines the appropriate staff recipient as necessary. Prepares outgoing office mail. Receives, counts and sorts incoming packages from field offices, manufacturers and vendors. Verifies that package contents are consistent with the packing slip. Ships (outgoing packages to field offices, manufacturers and vendors. Prepares shipping labels and manifests, and maintains daily shipping manifests in the proper file locations. Updates inventory and request databases and spreadsheets as described above. Conducts the above duties in accordance with Department of Transportation's shipping & handling regulations. |
| 10% | Provides support for all administrative work regarding payroll and benefits (including training on systems such as Tempo), tracks leave requests on the CALICO Microsoft Outlook calendar, and prepares documentation for employee onboarding and separation. Conducts inventory of office supplies and in Microsoft Excel completes office supply order forms for approval on a quarterly basis and as needed. Makes recommendations for new types of supplies to increase office efficiency. Maintains the photocopier and Pitney Bowes mail center machine by submitting the proper documentation to headquarters staff. Trains and assists new CALICO staff on office flow and procedures. Every six months and as needed, evaluates clerical procedures, and makes recommendations to management for process improvements. |
| Percentage of Time Spent | Marginal Job Functions |
| 5% | Performs other duties as required to fulfill DIR-DOSH mission, goals, and objectives. |

DUTY STATEMENT



Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; meet deadlines; conduct accurate work and maintain appropriate focus on detail; and, adhere to departmental policies and procedures. The OTT is responsible for adhering to the laws, rules, policies and procedures pertaining to civil service employees in general, and specifically to employees of CALICO. In addition, because this position interacts with a wide variety of people and is responsible for viewing, maintaining and communicating sensitive and confidential information, it is critical that the incumbent maintains professionalism at all times, conducting themselves as representatives of CALICO.

Supervision Received

The OTT reports directly to and receives assignments from the Chief for Policy & Program Administration and their designees.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The work will occur indoors in a mixed environment with offices and cubicles, a laboratory, and a warehouse, all within a well-kept, spacious, modern, single-floor building. The OTT will have their own cubicle which is located behind a counter at the front entrance to the facility. The work will involve typical office tools such as computers, telephones, printers, scanners, staplers, and filing apparatus. The work will involve exposure to typical office noise, low levels of calibration chemicals and chemical residuals on used equipment, extensive time spent in a stationary position, and repetitive movement involving personal computers and telephones. The work will involve frequent interaction with coworkers, which will primarily be a small number of CALICO staff. The nature of work required by this position necessitates that the incumbent work in the CALICO facility during normal business hours. The work will involve travel throughout the State (such as for training), as required.

Special Requirements/Other Information

This position requires the incumbent to perform sustained typing of at least 40 words per minute.

Physical Abilities

Ability to use office equipment such as computers, printers, and telephones for extended periods of time. Activities required to perform the essential functions of the position include the ability to move and transport objects (such as boxes) of up to 50 pounds using assistive tools such as dollies or carts.

Additional Requirements/Expectations

May be required to occasionally travel for work or training. May occasionally be required to work overtime as necessary. Appropriate and professional dress for the work environment e.g. office, laboratory, warehouse, video conference calls, and public examinations.

DUTY STATEMENT



Personal Contacts

On a daily/weekly basis, the incumbent will interact with staff members from CALICO, DIR Accounting, and Cal/OSHA Personnel, Enforcement, Consultation, Elevators, Amusement Ride, and Pressure Vessel units, as well as staff from other government agencies and members of the public. On a daily basis interacts with delivery personnel.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.

Employee Name

Employee Signature

Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Date

HUMAN RESOURCES OFFICE APPROVAL

IS

C&P Analyst Initials

11/1/2023

Approval Date