

**STATE OF CALIFORNIA  
CALIFORNIA CIVIL RIGHTS DEPARTMENT  
DUTY STATEMENT**

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| <b>Employee Name</b><br>Vacant             | <b>Classification Name</b><br>Office Technician (Typing) | <b>Position number</b><br>326-000-1139-000 |
| <b>Division/Unit</b><br>Enforcement Team 1 | <b>Date</b>  | <b>Position #</b>                          |

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Under the general supervision of the Staff Services Manager II, the incumbent is responsible for performing a variety of clerical functions for the District Office. The Office Technician (Typing) provides quality service and accurate information to the public by triaging complaint inquiries for jurisdiction and simple prima facie as it relates to complaints of employment and housing discrimination, denial of services by a public accommodation, and acts of hate violence under the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act, Disabled Persons Act, California Trafficking Victims Protection Act, and as set forth in Government Code 11135. The incumbent must be able to effectively and efficiently manage the constant clerical processing of case files and a very heavy, repetitive workload.

**Description of Essential Functions:**

- 35% Oversees, organizes and fully participates in the steady clerical processing of case files for intake, service, amendment, and closure of those files, including entering information into the Department's computerized Case Management System. Processes outgoing mail.
- 25% Types memoranda and correspondence, orders forms, processes personnel-related paperwork and other documents, including some confidential materials. Reviews letters and subpoenas requesting copies of case files and adheres to all Departmental procedures regarding compliance and disclosure.
- 10% Routes forms, letters, and other written materials received from complainants, respondents, legal representatives, et. al., and takes accurate telephone messages. Also serves as backup to the Call Center. Processes all work and completes all tasks accurately and quickly.
- 10% Responds to routine calls, callbacks and email interactions from the public by providing information about the Departmental services as they relate to the caller's civil rights. Gathers information from the general public and makes the appropriate referrals to other state agencies. Provides general information including the status of requests for the public using a telephone, headset, computer (monitor and keyboard), and mouse to access the Case Management System and the Communication Center software.
- 10% Types and assists Staff Services Manager II with the preparation of reports such as monthly and semi-annual audit reports.

### **Marginal Functions:**

- 5% Monitors and orders/replenishes office supplies, arranges for repairs and/or cleaning. Reconciles intake statistics and authorizes postage. Maintains and updates case files and binders. Completes other projects and performs additional duties, as assigned.
- 5% Provides functional guidance through training and assisting less experienced staff members.

### **DESIRABLE QUALIFICATIONS:**

- Good oral communication skills: Active listener able to give full attention to callers and to convey information clearly and effectively.
- Dependable, reliable and responsible, good attendance
- Able to maintain composure and diffuse disgruntled complainants.
- Ability to take written and oral instruction.
- Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.
- Ability to manage multiple incoming calls, committed to providing exceptional customer service to all persons including giving accurate and detailed department processing steps.
- Excellent knowledge of clerical procedures including scanning, photocopying, and processing mail.
- Able to handle difficult situations and persons tactfully, exceptional knowledge of computers and relevant software applications.

### **SPECIAL CHARACTERISTICS:**

Sensitive to people, empathetic, patient, polite and respectful

### **Work Environment, Physical or Mental Abilities:**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.

- Ability to operate a computer and knowledge of Excel and Word software programs
- Ability to work in an open cubicle in close proximity to co-workers.
- Ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day.

### **Supervision Received:**

The Office Technician (T) works with some independence, receiving general supervision from the Staff Services Manager II and/or Staff Services Manager I (Supervisor), and may receive direction from Consultants regarding the clerical processing of cases being investigated.

**Supervision Exercised:**

This position has no direct supervisory functions but may provide functional guidance by training and assisting less experienced employees.

**Personal Contacts:**

The Office Technician (T) has daily contact with Departmental management and staff, complainants, respondents, representatives of complainants and respondents, members of the public, and employees of other governmental agencies/departments.

**Actions and Consequences:**

The Office Technician (T) must adhere to all applicable laws, rules, policies and procedures, including but not limited to the Department's Enforcement Division Directives, Clerical Manual, and directions from Departmental management personnel. A failure to process work promptly and accurately could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights

**Certification of the Employee:**

I have read and understand the duties as described above for the Office Technician (Typing). I meet the job requirements as described above and I am capable of performing the essential functions with or without a reasonable accommodation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date