DUTY STATEMENT
OFFICE TECHNICIAN (GENERAL)
Record Control and Reception

Under general direction of the Legal Support Services Supervisor, the Office Technician (General) performs complex clerical work, which includes Receptionist and Mail Room duties to be performed on a rotating basis. The position requires a high degree of initiative, independence, and originality, involving a wide variety of responsibilities and thorough knowledge of the appeals process and Employment Development Department (EDD) procedure.

ESSENTIAL FUNCTIONS

Percentage	Function
40%	Answers telephone calls, responds to sensitive inquiries about the appeals process, and uses CATS to retrieve and verify information for members of the public and interested parties. Receives and refers parties/visitors. Following CUIAB guidelines and policies, provides accurate information to the public about State of California unemployment and disability insurance programs and the appeals process. Properly documents daily ALJ docket by annotating parties present for hearings. Provides functional guidance and assists less experienced employees.
30%	Receives, processes, distributes, and dispatches mail. Reviews, formats, makes corrections as needed, copies, and mails decisions following definite guidelines, i.e., empties mail bins, weighs and meters mail and delivers to the proper mail facility.
20%	Generates daily disposition report by entering closed case data into computer database, verifying the report for accuracy. Files closed cases on shelf.

NONESSENTIAL FUNCTIONS

Percentage	Function
5%	Assists in training employees.
	Files and/or purges closed cases.
	Maintains supplies.
	Operates copy machine and other office equipment.
	Corrects simple typographical errors in decisions.
5%	Performs other duties as assigned.

DUTY STATEMENT
OFFICE TECHNICIAN (GENERAL)
Record Control

I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.

EMPLOYEE'S PRINTED NAME	***EMPLOYEE'S SIGNATURE***	***DATE***

I have discussed the duties of this position with the employee.

SUPERVISOR'S PRINTED NAME	***SUPERVISOR'S SIGNATURE***	***DATE***