

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant (Proposed)

CLASSIFICATION:

Office Technician (T)

POSITION NUMBER:

800-522-1139-005

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CFSD/CHILDREN S SVCS QUALITY MGMT BRANCH

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Children's Services Operations Bureau

SUPERVISOR'S NAME:

Katherine Nicholas

SUPERVISOR'S CLASS:

Staff Services Manager II (SSM II)

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

Designated under Conflict of Interest Code.

Duties require participation in the DMV Pull Notice Program.

Requires repetitive movement of heavy objects.

Performs other duties requiring high physical demand. (Explain below)

None

☒ Other (Explain below)

Requires occasional lifting of archive/file boxed up to 25lbs. Fingerprint clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):☒ None

Supervisor

Lead Person

Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

To protect children who are at-risk and preserve the rights of those who receive Child Welfare Services (CWS) by assisting the state and counties' data-driven policy making, support statewide child welfare training, and maintaining compliance with federal planning and reporting requirements. The Child Welfare Learning and Evaluation Bureau also assists county agencies through support for continuous quality improvement data and program development.

The Children's Services Operations Bureau supports safety and empowerment of children through data driven practice, policy and prevention efforts.

CONCEPT OF POSITION:

Under the supervision of the SSM II, the Office Technician (T) provides a variety of general office duties to support the Child Welfare Learning and Evaluation Bureau and the Children's Services Operations Bureau. The OT(T) exercises a high degree of initiative and independence in performing tasks. The position requires flexibility, the ability to exercise good judgment, tactfulness, and a high degree of responsiveness in a fast-paced environment. The OT(T) will possess strong verbal and written communication skills to provide effective customer service with both internal Department staff and external partners. The OT (T) will display strong organizational and scheduling skills and will be detail-oriented in their tasks. The position also serves as back up to the Executive Assistant and for other Branch clerical positions, as necessary.

A. RESPONSIBILITIES OF POSITION:

25% Prepares and formats all written documents, including correspondence, reports, and forms for Bureau staff . Reviews, proofs, and edits documents to ensure that they are accurate and properly packaged in accordance with Departmental and Branch policies. Provides bureau and branch staff with accessibility support as an Accessibility Representative by converting and ensuring documents are in an accessible format to comply with the Americans with Disabilities Act (ADA). Monitors and updates the Branch and Bureau information on the Internet/Intranet web pages and ensure all content is made accessible before uploading. Maintains the Bureau and Branch phone list contact information.

20% Independently, or with minimal direction, screens, files, and refers incoming correspondence and other documents from other public agencies and the public requesting information regarding Bureau activities and/or programs including Governor's Office requests to the appropriate staff for reply, compose correspondence regarding meeting notices, using Word software and/or other departmentally approved software programs. Input and update activity into an Excel spreadsheet related to office assignments and any pertinent bureau documents. Sorts and routes incoming mail and any other documents that come to the Bureau/Branch for review and approval. Answers and screens telephone calls for the Bureau/Branch and provide information to callers looking for child welfare services program information, forward or contact appropriate staff member(s) and gathers necessary information to be able to direct calls to staff as appropriate. Initiates telephone calls necessary to conduct daily business. Performs visitor reception duties, as necessary. Sorts and routes incoming mail and any other documents that come to the Bureau/Branch for review and approval. Tracks and follows-up on documents in the approval process to ensure that established due dates are met. Prepares agendas for virtual and in person meetings; reserve conference rooms, schedule meetings using departmentally approved software programs such as conference call telephone lines, Webex, and Microsoft Teams and take detailed notes during meetings to provide to responsible management. Ensures appropriate documents, supplies, and equipment are available for meetings. Communicate information to staff regarding Departmental correspondence changes when necessary. Develop, maintain and update CSQMB boilerplates for county and/or stakeholder response letters.

20% Tracks incoming and outgoing correspondence, special projects, legislation, all county letters and notices, and generates reports. Logs, routes and tracks documents requiring signature approval. Maintain Bureau files (both paper and electronic); create a file retention schedule and properly dispose of files according to schedule; and responsible for ordering office supplies according to purchasing regulations for the bureau and maintaining office supply inventory and supply room. Orders and maintains equipment related to technology (computers, cell phones, monitors, etc.). Initiates and pursues more complex requisitions and may work with vendors to resolve problems relating to supply and equipment orders Establishes and maintains manuals, forms, and filing system for Bureau/Branch. Prepare documents for final release after checking for accuracy, accessibility and format.

15% Maintains Bureau Chief 's calendar. Schedules and arranges meetings/appointments based on subject priority for Bureau Staff. Prepare and book travel reservations, complete and submit necessary documentation and process travel reimbursement claims on behalf of the Bureau Chief(s). Act as Personnel liaison for Bureau staff regarding leave requests, personnel matters, and benefits related matters by working directly with the Human Resource Personnel Specialists and maintain confidentiality in submission of forms, documents, and personnel actions. Oversee the completion of employee onboarding and employee separation documents. Assists with scheduling interviews using Microsoft Teams or Zoom, prepares paper/electronic interview documents for interview panel and lead onboarding efforts.

10% Maintains an inventory of office supplies and equipment for Bureau. Orders office supplies and equipment using the State CalCARD,or Purchasing Requisition. Processes requests for staff to gain access to systems and databases and terminate access upon separation. Processes service orders for approval and submission to Contracts and Purchasing Bureau. Processes invoices for payment.

5% Provide support to other Office Technicians within the Branch as necessary in case of absences or prioritization of assignments.

5% Performs other duties as required.

B. SUPERVISION RECEIVED:

The OT is directly supervised by the Bureau Chief, Staff Services Manager III but may also receive assignments and direction from Bureau and Branch Management staff.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Office Technician (OT) (T) has daily contact with all levels of departmental employees as well other State and County staff and the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential material could result in information being released to unauthorized persons.

F. OTHER INFORMATION:

The OT (T) must have good communication skills, be able to work productively with a variety of Bureau, Branch, and Department staff, be responsive to external partners and the public, and be able to work well under pressure. The OT (T) will also provide back-up for the Branch/Division secretaries, branch attendance, and division clerical support (phones) as needed. Position is subject to Fingerprint clearance.