

**DUTY STATEMENT**

CALIFORNIA PUBLIC UTILITIES COMMISSION

<b>DIVISION</b> Consumer Protection and Enforcement Division		<b>EFFECTIVE DATE</b>
<b>BRANCH/SECTION</b> Admin Branch		<b>CLASS TITLE</b> Office Assistant (Typing)
<b>WORKING DAYS AND WORKING HOURS</b> Monday-Friday 8:30 a.m. to 5:00 p.m.		<b>PHYSICAL WORK LOCATION</b> San Francisco or Sacramento
<b>INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-160-1379-XXX
<p>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.</p>		
<p><b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> The Consumer Protection and Enforcement Division (CPED) establishes and enforces rules and regulations for transportation carriers and investigates allegations of utility waste, fraud, and abuse. Under close supervision of the Director or Supervisory delegate, the Office Assistant (OA) performs division support duties, completes specific and defined assignments, provides assistance, and makes and/or develops recommendations to the Director or Supervisory delegate on complex assignments. The OA is a special projects resource for the Division and its Branches in the areas of Admin, Information Technology (IT), and for some Human Resources (HR) functions.</p>		
<b>% Of time performing duties</b>	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. <i>(Use additional sheet if necessary)</i>	
<b>35%</b>	<p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p><b>CPED Administrative Projects Assistance</b> As directed and in coordination with CPED's HR Division Liaison and Budget Control Officer, support administrative projects for the Division, including:</p> <ul style="list-style-type: none"> <li>• Support the development of initial Request for Personnel Action (RPA) package materials in consultation with supervisor.</li> <li>• Coordinate accurate and timely submission of all required documents of the RPA at all phases of the hiring process (recruitment, selection, appointment, onboarding, and separation).</li> <li>• Track and report administrative information for the Division, including compliance with required training, telework submittals, probation reports and performance appraisals, travel requests and approvals, and other administrative actions.</li> <li>• Coordinate scheduling of meetings and interviews, prepare materials such as agendas, minutes, and presentations, and ensure that all necessary information is available for participants.</li> <li>• Provide tracking assistance within CPED, including administrative information organization and compilation, to assist the Division in complying with baseline workplace requirements.</li> <li>• Assist with implementing updated office processes to improve efficiency.</li> <li>• Coordinate with colleagues, coworkers, management, and/or other stakeholders as needed to conduct these duties.</li> </ul>	
<b>25%</b>	<p><b>CPED Special Projects Assistance</b> As directed, support special projects for the Division, including:</p> <ul style="list-style-type: none"> <li>• Serve as the Division's Records Retention Coordinator by coordinating and maintaining the Division's records retention process, ensuring compliance with relevant regulations and guidelines.</li> <li>• Prepare templates for CPED's Monthly Activity Report, send reminders to team members to submit their reports, and review and copy edit the reports for spelling or grammar errors, internal consistency, and completeness.</li> <li>• Coordinate with the HR Form 700 coordinator and CPED staff to ensure timely compliance with the annual Form 700 submissions process.</li> <li>• Use the Learning Management System (LMS) as needed to support Division compliance with training requirements. This includes inputting information from LMS into a designated tracking system.</li> <li>• Coordinate the collection and submission of CPED's content for the CPUC Annual Report.</li> </ul>	

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15%	<p><b>Special Projects Assistance for CPED's Program Branches</b></p> <p>As directed and under the close supervision of a delegated project lead, lead or support projects for CPED's three program Branches, such as (up to 5% per branch):</p> <ul style="list-style-type: none"> <li>• Maintain procedures documents and document templates, proofread content for accuracy and clarity, update the organization's website to ensure consistency and accuracy, and make recommendations for process or content improvements.</li> <li>• Maintain program tracking systems, including for Advice Letters, resolutions, programmatic deadlines, and compliance filings. Review and maintain the tracking protocol, ensuring accuracy, completeness, and consistency in tracking and reporting of Advice Letters and other requirements, including identifying and resolving any discrepancies in tracking data.</li> <li>• Proofread draft memos, reports, proposals, briefing materials, or other written content.</li> <li>• Publish draft and final resolutions, ensuring clarity, completeness, and compliance with Branch standards.</li> <li>• Support quality control reviews of modifications to the Transportation Carrier Portal.</li> <li>• Organize Branch program folders.</li> <li>• Support meetings and event logistics planning by coordinating schedules, booking rooms, publishing agendas and meeting materials, and coordinating with the Information Technology Services Division (ITSD) on virtual meeting logistics.</li> <li>• Receive or download regulatory filings and maintain tracking sheet to record compliance and provide easy access to relevant filings.</li> </ul>
10%	<p><b>CPED Timekeeper &amp; Telework Liaison</b></p> <p>Serve as a timekeeper for ensuring timesheets are submitted timely and in accordance with applicable procedures, processes, and rules. Serve as the Division's Telework Liaison, including processing annual telework agreements and monthly telework stipends with HR. Review monthly reports on leave and employee information to ensure records are accurate and updated. Act as the first point of contact for questions on leave, timekeeping, overtime, and other time or leave related inquiries from staff.</p>
10%	<p><b>CPED Director Support</b></p> <p>Perform administrative duties for the Division Director and Program Managers to assist with operations and relieve the Director and Program Managers of some administrative functions. These duties include but are not limited to scheduling and managing meetings; managing travel, including booking and preparation of travel itinerary to include flights, hotel and state or rental car reservations to ensure timely and accurate bookings; preparing and submitting travel expense claims (TEC), and necessary justifications in accordance with CPUC and State of California travel and procurement procedure and rules. Review and make revisions to documents per CPUC's Correspondence Manual; respond to or route with the Division as appropriate, phone calls, emails, and mail; maintain in-office office supplies including submission of stock request forms as needed and facilitate the maintenance of shared office equipment.</p>
5%	<p><b><u>MARGINAL FUNCTIONS:</u></b></p> <p>Perform other job-related duties as required.</p>

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**KNOWLEDGE AND ABILITIES** [From Class Specs]

Ability to: Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:**

- Proficiency with communications-related technologies, including personal computer applications (e.g. Microsoft Word, Excel, and Adobe Acrobat), telecommunications equipment, Internet, voicemail, email, etc.
- Occasional travel that may include overnight, weekends and several days at a time.

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

SUPERVISOR'S NAME (Print)

Terra Curtis

SUPERVISOR'S SIGNATURE

DATE

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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<b>BRANCH/SECTION</b> Admin Branch		<b>CLASS TITLE</b> Office Technician (Typing)
<b>WORKING DAYS AND WORKING HOURS</b> Monday-Friday 8:30 a.m. to 5:00 p.m.		<b>PHYSICAL WORK LOCATION</b> San Francisco or Sacramento
<b>INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 680-160-1139-XXX
<p>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.</p>		
<p><b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS:</b> The Consumer Protection and Enforcement Division (CPED) establishes and enforces rules and regulations for transportation carriers and investigates allegations of utility waste, fraud, and abuse. Under general supervision of the Director or Supervisory delegate, the Office Technician (OT) performs division support duties, completes specific and defined assignments, provides assistance, and makes and/or develops recommendations to the Director or Supervisory delegate on complex assignments. The OT is a special projects resource for the Division and its Branches in the areas of Admin, Information Technology (IT), and for some Human Resources (HR) functions.</p>		
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<b>35%</b>	<p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p><b>CPED Administrative Projects Assistance</b> As directed and in coordination with CPED's HR Division Liaison and Budget Control Officer, support administrative projects for the Division, including:</p> <ul style="list-style-type: none"> <li>• Support the development of initial Request for Personnel Action (RPA) package materials in consultation with supervisor.</li> <li>• Coordinate accurate and timely submission of all required documents of the RPA at all phases of the hiring process (recruitment, selection, appointment, onboarding, and separation).</li> <li>• Track and report administrative information for the Division, including compliance with required training, telework submittals, probation reports and performance appraisals, travel requests and approvals, and other administrative actions.</li> <li>• Coordinate scheduling of meetings and interviews, prepare materials such as agendas, minutes, and presentations, and ensure that all necessary information is available for participants.</li> <li>• Provide tracking assistance within CPED, including administrative information organization and compilation, to assist the Division in complying with baseline workplace requirements.</li> <li>• Assist with implementing updated office processes to improve efficiency.</li> <li>• Coordinate with colleagues, coworkers, management, and/or other stakeholders as needed to conduct these duties.</li> </ul>	
<b>25%</b>	<p><b>CPED Special Projects Assistance</b> As directed, support special projects for the Division, including:</p> <ul style="list-style-type: none"> <li>• Serve as the Division's Records Retention Coordinator by coordinating and maintaining the Division's records retention process, ensuring compliance with relevant regulations and guidelines.</li> <li>• Maintain and manage CPED's SharePoint page, document repository, and access privileges in order to provide efficient access to information for staff.</li> <li>• Prepare templates for CPED's Monthly Activity Report, send reminders to team members to submit their reports, and review and copy edit the reports for spelling or grammar errors, internal consistency, and completeness.</li> <li>• Prepare for the Advisor's Agenda Review meetings by reviewing relevant documents and materials, attend the meetings as scheduled, and provide a summary of discussions and actions items to the team on approximately a bi-weekly basis.</li> </ul>	

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	<ul style="list-style-type: none"> <li>Attend training sessions on website updates and provide technical support to team members to ensure timely and accurate updates to the Division's webpages.</li> <li>Serve as CPED's DMV Security Access Liaison by managing security access to the EPN (Employer Pull Notice Program) and other Department of Motor Vehicles' databases for CPED staff, ensuring compliance with relevant agreements, regulations, and guidelines.</li> <li>Coordinate with the HR Form 700 coordinator and CPED staff to ensure timely compliance with the annual Form 700 submissions process.</li> <li>Use the Learning Management System (LMS) as needed to support Division compliance with training requirements. This includes inputting information from LMS into a designated tracking system.</li> <li>Coordinate the collection and submission of CPED's content for the CPUC Annual Report.</li> </ul>
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<b>10%</b>	<p><b>CPED Timekeeper &amp; Telework Liaison</b></p> <p>Serve as a timekeeper for ensuring timesheets are submitted timely and in accordance with applicable procedures, processes, and rules. Serve as the Division's Telework Liaison, including processing annual telework agreements and monthly telework stipends with HR. Review monthly reports on leave and employee information to ensure records are accurate and updated. Act as the first point of contact for questions on leave, timekeeping, overtime, and other time or leave related inquiries from staff.</p>
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5%	<p><b><u>MARGINAL FUNCTIONS:</u></b></p> <p>Perform other job-related duties as required.</p> <p><b><u>KNOWLEDGE AND ABILITIES</u></b> <i>[From Class Specs]</i></p> <p><b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><b>Ability to:</b> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.</p> <p><b><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></b></p> <ul style="list-style-type: none"> <li>Proficiency with communications-related technologies, including personal computer applications (e.g. Microsoft Word, Excel, and Adobe Acrobat), telecommunications equipment, Internet, voicemail, email, etc.</li> <li>Occasional travel that may include overnight, weekends and several days at a time.</li> </ul>	
SUPERVISOR'S STATEMENT: <b><i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i></b>		
SUPERVISOR'S NAME (Print) Terra Curtis	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <b><i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i></b>		
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