



GAVIN NEWSOM
GOVERNOR

STATE OF CALIFORNIA

GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-BIZ)

POSITION DUTY STATEMENT

Classification OFFICE TECHNICIAN (TYPING)	Unit 100	Name
Working Title Receptionist	Position Number 373-100-1139-901	Effective Date

GENERAL STATEMENT:

The Office Technician (Typing) will receive direct supervision from the Business Services Manager (SSM I). The position responsibilities will include the following:

ESSENTIAL FUNCTIONS:

40%	Represent the Governor's Office of Business & Economic Development (GO-Biz) and the Business Services Unit (BSU) as the receptionist. Answer incoming calls and direct to appropriate staff or the relevant program. When calls are not relevant to GO-Biz programs or services, assist in directing the caller to the proper agency to the best of their ability. Assist callers by demonstrating GO-Biz website when appropriate for assisting with questions. Document all incoming calls by question and resolution for all staff answering phones. Respond to GO-Biz BSU email inquiries and assist in monitoring BSU general email inboxes as needed. Receive and refer all visitors to appropriate staff or conference meeting room. Once a day check mail, sort, date stamp and distribute all incoming mail to appropriate staff. Mail and ship letters or packages for GO-Biz staff. Maintain GO-Biz conference room calendars for all staff. Notify security of incoming visitors to the building and assist visitors when they arrive at GO-Biz. Coordinate with delivery personnel, inspect and sign for packages, and notify relevant employees of the deliveries. Create photo IDs cards for new employees.
25%	Responsible for ordering general office supplies with manager approval according with procurement policies. Maintain accurate inventory of all supplies. Oversee maintenance requests for all office copiers and printers. Regularly check each machine has paper and toner as well as confirm inventory for backup components as needed. Call for service when a machine is broken. Assist service person by answering questions. Notify all staff when a machine is not in service. Responsible for maintaining and adhering to all procurement card rules as a Cal Card holder for the office.
10%	Process invoices with Payment Approval Labels (PALs) for assigned vendors and purchases. Responsible for keeping a log of all invoices paid by GO-Biz. Scan copies of all invoices into appropriate folders in the electronic files. Track invoices to ensure copies are received in a timely manner each month. Resolve any disputed charges with appropriate vendors. Responsible for data entry into the FISCAL system for receipts, requisitions, and reconciliation of P-Card.
10%	Hand delivery of documents and drop off of mail and packages within the downtown area is required. Incumbent may be required to walk up to a ten-block area. Acts as a backup for the pick up and drop off of documents and checks at State Controller's Office (SCO), Department of General Services (DGS), and other state agencies as needed. Acts as back up for ordering business cards for staff.
10%	Assist staff with calendaring meetings, preparing materials, filing, service requests, typing memos or letters and provide general clerical support as needed.

5%	Other duties as assigned
%	
%	
%	
%	
%	
%	
%	
MARGINAL FUNCTIONS:	
%	

SUPERVISION EXERCISED:
None

SUPERVISION RECEIVED
This position received direct supervision from the Business Services Manager (SSM I).

PUBLIC AND INTERNAL CONTACTS
During work, the incumbent has regular and frequent contact with governmental agencies, appointed and elected officials, and members of the public. These contacts require a high degree of sensitivity and awareness of the functions and interrelations of various government organizations. This position also involves significant customer service to internal GO-Biz employees of a variety of different ranks and classifications.

INITIATIVE AND INDEPENDENCE OF ACTION
The position requires a high degree of creativity and initiative in identifying and finding solutions to non-routine problems and issues. It requires proper judgment and accurate assessment of the significance of sensitive situations and activities. It requires the accurate setting of priorities along with good time management to ensure completion of work activities within specific time frames.

CONSEQUENCE OF ERROR
Significant error, poor judgment, and lack of professionalism could result in the loss of economic growth and job creation in California and results in negative impacts to the operations and programs administered by the department.

CERTIFICATION

This position statement fairly represents the responsibilities and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Human Resources Office.

I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.

EMPLOYEE'S ACKNOWLEDGEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THIS 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 Name (Printed)	Employee Signature	Date
<i>Employee's Title Receptionist</i>		

SUPERVISOR'S ACKNOWLEDGEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS DUTY STATEMENT TO THE EMPLOYEE NAMED ABOVE.

Supervisor's Name(Printed)	Supervisor's Signature	Date
<i>Supervisor's Title Business Services Manager</i>		