

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

800-027-1139-001

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

Office of Equity/Office of Immigrant Youth

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

Office of Immigrant Youth

SUPERVISOR'S NAME:

Carolina Sheinfeld

SUPERVISOR'S CLASS:

Branch Chief / C.E.A.

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)*

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:

The California Department of Social Services (CDSS) Office of Equity (OOE) Division advances equity and supports the wellbeing of all Californians. The OOE Office of Immigrant Youth's (OIY) mission is to welcome immigrant and refugee children, youth, and their families to the State of California so they can thrive through social, educational, and programs that support their well-being. The vision of the OIY is to create networks of care and opportunities to improve the lives of young immigrant and refugee Californians and their families.

CONCEPT OF POSITION:

Under the direction of a the Branch Chief, the Office Technician (Typing) (OT(T)) in the OIY, provides a full range of clerical support to the units in the OIY, the Branch Chief and the Staff Services Manager II (SSM II) as required. Typical duties include assisting with scheduling appointments, facilitating interviews, reviewing correspondence to ensure proper format and grammatical construction, document accessibility, monitoring and tracking document logs, database input, maintaining subject matter files, assisting with on-boarding activities and other time sensitive support services.

A. RESPONSIBILITIES OF POSITION:

30% Organize and maintain the calendar of the OIY Branch Chief and the SSM II. Schedule meetings and arrange for conference rooms/virtual platforms as needed; prepare/review meeting agendas and other materials for meetings. Attend meetings as necessary to take minutes. Work closely and collaborate with the OIY staff on highly sensitive priority issues and assignments. Interact directly and professionally in order to organize and provide materials. Independently follow up to obtain materials or ensure that requested action is taken. Ensures probationary reports and performance appraisals are distributed and collected timely. Supports the new employee on-boarding coordinator for OOE. Coordinate and track documents routed for leadership and director reviews via e-mail or the Blue Folder process. Assist the OIY staff to make informed decisions on sensitive and/or confidential departmental or program issues through data collection and research.

20% Manage, coordinate, and track internal and external correspondence for the OIY, including but not limited to: monitoring the branch mailbox, receiving, reviewing, logging and/or scanning, and routing incoming correspondence to managers and analysts, including complaints from members of the public and correspondence; utilizing Microsoft Excel, Microsoft Outlook, and SharePoint to log and track time sensitive correspondence, assignments, and intra-departmental correspondence; inquire regarding overdue assignments; process outgoing correspondence including proofreading, formatting, and preparing correspondence for signature, and mailing correspondence.

20% Acts as the Equipment Custodian for Office of Immigrant Youth working closely with Central Office Unit (COU) Information, Technology, and Procurement to secure or recoup equipment/furniture. Ensures all new employee workstations are properly equipped and orders processed prior to first day. Sits with staff as needed to ensure all new employee and separating employee forms, policies and checklists are completed correctly and timely including badging appointments and system access.

15% Supports the Personnel Liaison and acts as the OIY Attendance Coordinator, tracks and submits time-sheets for OIY staff, and maintains confidential personnel records for staff. Coordinates and schedules hiring interviews and reviews and updates organizational charts. Drafts and maintains various logs including equipment logs and phone lists, ensuring information is accurate. The OT also maintains digital and physical files including, but not limited to, contract files, correspondence files, inventories, and compliance files.

10% Supports logistics for the OIY for convenings, including drafting event descriptions, coordinating logistics for invitations and follow up, including surveys. Interacts with presenters and guests to coordinate logistics. Prepares and reviews materials for the events. Attends meetings and conferences, takes and/or summarizes notes.

5% Responsible for ordering office supplies, organizing and tracking invoices, and ensures they are properly processed. Other duties as assigned.

B. SUPERVISION RECEIVED:

The OT (T) receives direction from and reports to the Branch Chief in the OIY and support the SSM II and units in the OIY. The OT (T) may also receive assignments from the OIY SSM II.

C. ADMINISTRATIVE RESPONSIBILITY:

The OT (T) is involved in a wide array of administrative activities in support of the Office of Immigrant Youth as outlined in Section A and in coordination with the Office of Equity's COU. The OT (T) must show attention to detail, have a high degree of organization and communicate both verbally and written, while maintaining a professional demeanor at all times. Must be a self-starter and work independently or with a team as needed. The individual must be able to handle a variety of assignments in a high-pressure situation. Will serve as backup to other OOE clerical and support staff in their absence. Perform other duties as assigned.

D. PERSONAL CONTACTS:

Contact and coordination with internal and external contacts is key to carrying out the work of the OIY. The OT (T) has routine contact with managers and support staff throughout the OOE Division and other Divisions within the Department, in support of OOE mission and values.

E. ACTIONS AND CONSEQUENCES:

The OT (T) must make decisions affecting the administrative aspects of the OIY with integrity, honesty and professionalism at all times. Conveying inaccurate information or failure to relay messages promptly could create confusion and delay business operations. Department-wide assignments must be tracked attentively and timely to avoid any penalties from control agencies. Failure to monitor, maintain, and provide oversight for assigned workload, not limited to: timely follow up, sharing accurate information, communicating effectively with programs will result in significant delays for the OIY.

F. OTHER INFORMATION: