

DUTY STATEMENT



☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Wage Claim Adjudication Records Clerk		
PROGRAM NAME Division of Labor Standards Enforcement		UNIT NAME Wage Claim Adjudication		
ASSIGNED SPECIFIC LOCATION San Jose		POSITION NUMBER 400 – 545-1139-163		
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under direction of the Deputy Labor Commissioner III (Senior Deputy), incumbent performs a wide variety of the most difficult clerical duties for the WCA program in order to support the labor code law enforcement functions of the program efficiently and effectively. The incumbent performs processing and data entry of various documents, including claims, Public Records Act (PRA) requests, and reports.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	Performs data entry and docketing of claims into the case management system by collecting and entering detailed information in order to assign the claims to the Deputies for the wage claim process. Using computer software and utilizing current office methods, prepares form letters, notices, correspondences, and other written documents for staff and management's signature and issues such correspondence at the direction of the Senior Deputy. Performs data entry of inquiries received from claimants, workers, employers (e.g., correspondence, complaints) into case management system to ensure information is documented, accessible, and able to be addressed in a timely manner; ensures case statuses in the case management system are updated by continuously tracking and entering updates, new details and notes; uploads documents into appropriate electronic case files. Verifies and coordinates language assistance needs based on information provided by parties and/or at the request of administrative staff. Research entity information using various sources in order to identify and ascertain contact information on the parties and ensure proper service of notices. Distributes cases to deputies and maintains calendars for conferences or hearings in consultation with Senior Deputy.
20%	Receives, stamps, sorts, logs and enters (scan, upload and attach) draft correspondence, performs continuous data entry of information into the case management system and distributes accordingly to staff. Using a computer database, creates case relevant reports as well as other relevant administrative reports and sends electronically to the appropriate personnel. Using computer software, assembles materials for meetings, presentations, distribution, or reference. Proofreads, types, formats other written documents upon request by the Senior Deputy to ensure accuracy and completeness. Conducts inventories and

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	processes supply orders on a routine basis in order to maintain adequate office supplies (e.g., general office supplies, paper, toners) and equipment in accordance with Division protocols. Operates a variety of office machines and equipment to complete assigned duties; coordinates vendor services and repairs on various office equipment when necessary.
15%	Processes all Public Record Act (PRA) requests for the program which includes searching and assembling documents; redact documents; send letters to requestors consistent with PRA rules; prepare reports continuing relevant requested information; Redacts, copies, and provides requested State records to members of the public, pursuant to the PRA requirements. Keeps statistics as outlined in training manual of all PRA requests by entering information into the database and maintaining record of PRA requests submitted, including filing and organizing requests for ease of reference.
15%	Processes incoming and outgoing mail; ensures daily incoming mail is sorted and delivered to appropriate staff or units within the organization and outgoing mail is processed daily. Files all incoming correspondence and other documents in appropriate location; sorts, copies, scans, organizes, and prepares records for all staff. Develops and maintains a case file archive system according to the Division's Records Retention Schedule and other protocols. Locates records upon request. May purge or coordinate with outside vendors to ensure proper disposal of records as well as equipment when appropriate.
10%	Reviews entertainment work permits applications under general guidelines and issues permits upon approval. Performs basic numerical computations (e.g., addition, subtraction, multiplication, division) using available tools (e.g., calculator, Excel spreadsheet with using a computer and keyboard) to process, summarize, or verify data. Performs cashiering functions as assigned, including but not limited to deposits, receipting and disbursement of checks, using relevant cashiering manuals and under Department policies and procedures.
Percentage of Time Spent	Marginal Job Functions
5%	Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing general information about regulations, policies, procedures, and programs within the Division. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in Salesforce or communicating with respective team member to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all claims received from into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.

Conduct, Attendance, and Performance Expectations

- Work duties are expected to be performed productively and efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.
- Communication shall be clear, concise and timely with leadership, teammates, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual

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understanding, problem solve, and build trust.

–Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.

–Team members are expected to report timely to their work shifts, work the required hours for their time base, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.

Supervision Received

Under direction of the Deputy Labor Commissioner III

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. The incumbent may encounter frequent interruptions throughout the workday. High-volume fast-paced office that handles wage claims and constantly interfaces with the public.

Special Requirements/Other Information

This position requires the incumbent to perform sustained typing of at least 40 words per minute (wpm).

Typing Certificate – 40 WPM (words per minute) issued within the last four (4) years and certified from a five (5) minute typing test.

<https://www.calcareers.ca.gov/CalHRPublic/GeneralInfo/TypingCertification.aspx>

Physical Abilities

This position requires the ability to remain stationary for extended periods of time. The incumbent must constantly operate a computer and other office equipment including, but not limited to calculators, copy machines and scanners. The incumbent must also move and manage office equipment, supplies and/or files weighing up to 20 pounds in a safe manner.

Additional Requirements/Expectations

N/A

Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to, the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the Division.

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Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date