

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

☐ Current☒ Proposed

RPA NUMBER 28582-OAH	DGS OFFICE or CLIENT AGENCY Office of Administrative Hearings	
UNIT NAME General Jurisdiction Division - San Diego	REPORTING LOCATION 402 West Broadway, Suite 600, San Diego, CA 92101	
SCHEDULE (DAYS / HOURS) Monday through Friday, 8:00AM to 5:00PM	POSITION NUMBER 306-659-3224-085	CBID R04
CLASS TITLE Senior Legal Typist	WORKING TITLE Case Manager	
PROPOSED INCUMBENT (IF KNOWN) TBD	EFFECTIVE DATE TBD	

CORE VALUES / MISSION ☐ Rank and File ☐ Supervisor ☐ Specialist ☒ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the guidance and general supervision of the Staff Services Manager I, the Senior Legal Typist in the OAH General Jurisdiction (GJ) Division is responsible for a wide spectrum of clerical and administrative duties in order to support the Supervising Administrative Law Judges (Sup ALJs) and Administrative Law Judges (ALJs). The work requires knowledge of the administrative adjudicatory process, applicable state statutes and regulations, and legal procedures and practices related to case management of administrative hearings.

SPECIAL REQUIREMENTS ☐ Conflict of Interest ☐ Medical Evaluation ☐ Background Evaluation ☐ Background Evaluation FTB ☐ Office Technician (Typing)
ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Handles difficult cases by initiating the case opening process and entering case information regarding parties and agencies, scheduling, typing, generating, and issuing notices to parties of hearings, mediations, prehearing, settlement, and trial setting conferences, and preparing proofs of service and signing under penalty of perjury in order to follow proper statutory timelines to ensure accordance with the California Administrative Procedure Act (APA), state and agency statutes and regulations, and standard procedures governing administrative adjudicatory matters for OAH are met utilizing OAH's case management system and Microsoft Office.
25%	Issues and transmits orders and other legal documents by proofreading, formatting, and ensuring accessibility requirements are met using Microsoft Word, Adobe Sign, Adobe Acrobat and OAH's electronic filing system in order to issue legal documents to external parties and agencies to ensure accordance with the internal State Agency Manual, California Style Manual, DGS Writing Style Guide, OAH format, and within statutory, regulatory, and office performance timelines.
20%	Processes motions, orders, and other legal documents by monitoring the electronic filing system, moving documents into OAH's case management system, and notifying all pertinent parties of receipt in order to meet statutory, regulatory, and office performance timelines and to provide administrative support to the public, Sup ALJs, and ALJs to ensure accordance with OAH procedures, statutes, and regulations utilizing Microsoft Office, Adobe Sign, Adobe Acrobat, OAH's

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PERCENTAGE	DESCRIPTION
	case management system and electronic filing system.
10%	Coordinates service requests from the public, attorneys, attorney staff, parties, and agencies by reviewing and processing oral or written inquiries requesting accommodations under the Americans with Disabilities Act (ADA), security services, and other assistance for sensitive needs in order to provide individuals with equal and safe access to legal proceedings to ensure compliance with OAH and DGS policies on the security and privacy of records utilizing OAH's in-house counsel, OAH's Administration Division, interpreter services, or California Highway Patrol.
10%	Closes cases by reviewing mediation agreements, settlement agreements, and similar legal documents, entering case closing data, and notifying all pertinent parties, assigned ALJ, Sup ALJ, and contracting hearing services providers of case closure in order to follow office performance timelines to ensure accordance with OAH procedures and approved records retention schedule utilizing OAH's case management system.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Supports and assists the receptionist as needed by greeting and assisting OAH customers, answering sensitive phone calls, sorting and distributing mail to office staff, and undertaking tasks related to the office opening and closing utilizing office equipment in order to maintain efficiency and support the reception area to ensure excellent customer service is provided and overall OAH customer satisfaction.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference
- Daily and frequent use of personal computer and a variety of office software applications
- Ability to occupy office workstation for extended periods of time
- Ability to move office supplies, files, and books
- Ability to communicate confidently and courteously
- Effectively manage multiple tasks, challenging high volume workload and strict regulatory and procedural deadlines calmly and efficiently.

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.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
Christina Borrego		

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UNIT NAME General Jurisdiction Division - San Diego	REPORTING LOCATION 402 West Broadway, Suite 600, San Diego, CA 92101	
SCHEDULE (DAYS / HOURS) Monday through Friday, 8:00AM to 5:00PM	POSITION NUMBER 306-659-1139-xxx	CBID R04
CLASS TITLE Office Technician (Typing)	WORKING TITLE Case Manager	
PROPOSED INCUMBENT (IF KNOWN) TBD	EFFECTIVE DATE TBD	

CORE VALUES / MISSION ☐ Rank and File ☐ Supervisor ☐ Specialist ☒ Office of Administrative Hearings ☐ Client Agency

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POSITION CONCEPT

Under the guidance and general direction of the Staff Services Manager I, the Office Technician (Typing) in the OAH General Jurisdiction (GJ) Division is responsible for a wide spectrum of clerical and administrative duties in order to support the Supervising Administrative Law Judges (Sup ALJs) and Administrative Law Judges (ALJs). The work requires knowledge of the administrative adjudicatory process, applicable state statutes and regulations, and legal procedures and practices related to case management of administrative hearings.

SPECIAL REQUIREMENTS ☐ Conflict of Interest ☐ Medical Evaluation ☐ Background Evaluation ☐ Background Evaluation FTB ☒ Office Technician (Typing)

Office Technician (Typing)

Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Handles entry-level cases by initiating the case opening process and entering case information regarding parties and agencies, scheduling, typing, generating, and issuing notices to parties of hearings, mediations, prehearing, settlement, and trial setting conferences, and preparing proofs of service and signing under penalty of perjury in order to follow proper statutory timelines to ensure accordance with the California Administrative Procedure Act (APA), state and agency statutes and regulations, and standard procedures governing administrative adjudicatory matters for OAH are met utilizing OAH's case management system and Microsoft Office.
20%	Issues and transmits orders and other legal documents by proofreading, formatting, and ensuring accessibility requirements are met using Microsoft Word, Adobe Sign, Adobe Acrobat and OAH's electronic filing system in order to issue legal documents to external parties and agencies to ensure accordance with the internal State Agency Manual, California Style Manual, DGS Writing Style Guide, OAH format, and within statutory, regulatory, and office performance timelines.
15%	Processes motions, orders, and other legal documents by monitoring the electronic filing system, moving documents into OAH's case management system, and notifying all pertinent parties of receipt in order to meet statutory, regulatory, and office performance timelines and to provide administrative support to the public, Sup ALJs, and ALJs to ensure accordance with OAH procedures, statutes, and regulations utilizing Microsoft Office, Adobe Sign, Adobe Acrobat, OAH's

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	case management system and electronic filing system.
15%	Coordinates service requests from the public, attorneys, attorney staff, parties, and agencies by reviewing and processing oral or written inquiries requesting accommodations under the Americans with Disabilities Act (ADA), security services, and other assistance for sensitive needs in order to provide individuals with equal and safe access to legal proceedings to ensure compliance with OAH and DGS policies on the security and privacy of records utilizing OAH's in-house counsel, OAH's Administration Division, interpreter services, or California Highway Patrol.
10%	Closes cases by reviewing mediation agreements, settlement agreements, and similar legal documents, entering case closing data, and notifying all pertinent parties, assigned ALJ, Sup ALJ, and contracting hearing services providers of case closure in order to follow office performance timelines to ensure accordance with OAH procedures and approved records retention schedule utilizing OAH's case management system.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Greets and assists OAH customers by answering and directing sensitive phone calls, sorting and distributing mail to office staff, processing confidential documents, and undertaking tasks related to the office opening and closing utilizing office equipment, a multi-line telephone system, and OAH's case management and electronic filing systems in order to maintain efficiency and support the reception area to ensure excellent customer service is provided to the public, state agencies, and OAH staff and overall OAH customer satisfaction.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference
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SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
Christina Borrego		