



DUTY STATEMENT

PR LOG #:

CIVIL SERVICE CLASSIFICATION				WORKING TITLE	
Office Technician (Typing)					
BRANCH					
Chief of Staff's Office					
DIVISION				OFFICE	
Office of Equal Opportunity				Division Support	
CBID	WWG	PCN	POSITION NUMBER	SPECIFIC LOCATION	
R04	2	0818	174-040-1139-001	Sacramento, CA	
PROBATIONARY PERIOD		TENURE		TIME BASE	BILINGUAL POSITION
12 Months		Permanent		Full-Time	No
TELEWORK OPTION		SAFETY SENSITIVE POSITION		CONFLICT OF INTEREST CLASSIFICATION	
In-Office		No		Yes	
DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES					
The Office Technician (Typing) (OT) provides a wide range of clerical and administrative support to all program areas and units in the Office of Equal Opportunity (OEO), including drafting, reviewing, and finalizing correspondence; tracking and maintaining records; and coordinating division communications and workflows across program areas. This position is designated as office-centered and requires the incumbent to report to the office on a regular basis.					
CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS					
All employees are expected to work cooperatively with others, maintain regular, consistent, predictable attendance, and possess integrity, initiative, dependability and good judgment.					
SUPERVISION BY					
This position reports directly to and receives the majority of assignments from the Equal Opportunity Officer. Direction and assignments may also come from the division's program managers and staff.					
SUPERVISORY RESPONSIBILITIES					
None.					
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS					
This position is located in a high-rise, temperature-controlled office building with artificial lighting. The incumbent is required to use a computer, telephone, and other office equipment daily. Sitting, standing, and mobility requirements are consistent with office work. Occasional reaching, bending, stooping, or lifting up to 10 pounds. The core business hours are Monday-Friday, 8:00-5:00 p.m.					

ESSENTIAL/NON-ESSENTIAL FUNCTIONS

Relative % of Time Required: 30

☐ Essential Function☐ Non-Essential Function**Duties Performed**

Serve as the division's first point of contact for visitors and callers. Receive, screen, and respond to telephone calls on the division's main line. Respond to routine inquiries in person, in writing, and by telephone; route complex inquiries to appropriate staff. Receive, sort, date-stamp, log, and distribute all incoming division mail. Prepare and submit outgoing mail consistent with Department standards. Prepare, draft, review, and finalize a variety of correspondence, reports, and other written materials. Review and edit for grammar, punctuation, formatting, accuracy, and compliance with the CDE Correspondence Guide, CDE Style Manual, and accessibility requirements (including Section 508). Ensure enclosures and attachments are included prior to signature. Coordinate internal document routing through the Department's electronic system by uploading, tracking, and monitoring packages requiring signature or approval, such as contracts, travel requests, and hiring packets. Verify all submissions are accurate and complete before routing, maintain up-to-date records of document status, conduct follow-ups with appropriate offices, and ensure timely completion in compliance with Department procedures.

Relative % of Time Required: 30

☐ Essential Function☐ Non-Essential Function**Duties Performed**

Serve as the division's designated Retention Schedule Coordinator. Maintain and organize division files, both electronic and hard copy, in accordance with Department standards and the division's record retention schedule. Assist program units with active and archived files by ensuring documents are properly labeled, stored, and accessible. Coordinate with units to prepare materials for archiving, retention, or destruction in compliance with Department policy and retention schedules. Monitor division compliance with retention requirements and provide guidance to staff as needed.

Relative % of Time Required: 20

☐ Essential Function☐ Non-Essential Function**Duties Performed**

Investigation Support. Input incoming complaints into the case management system and assign case numbers in accordance with division procedures. Update the case log and tracking system as cases are received, assigned, and closed to ensure accurate, up-to-date records. Prepare complaint summary worksheets for investigators. Attend confidential interviews and take detailed notes. Prepare confidential correspondence for investigators and EO Officer signature. Maintain confidentiality of sensitive complaint and investigation information at all times.

Relative % of Time Required: 10	☒ Essential Function	☐ Non-Essential Function
Duties Performed		
Workforce Accessibility Support. Provide clerical and administrative support to the Disability Advisory Committee (DAC) and assist with the preparation of related materials. Assist with accommodation requests, LEAP program documentation, and upward mobility program files. Support language services requests and materials. Maintain publicized EEO materials and postings throughout the Department.		

Relative % of Time Required: 10	☒ Essential Function	☐ Non-Essential Function
Duties Performed		
Timekeeping and Division Operations. Serve as the division's designated Attendance Clerk. Maintain confidential attendance records for all staff, verify accuracy, and coordinate with the HR staff to ensure timely submission of monthly timekeeping. Provide assistance to division staff on attendance-related processes as needed. Monitor inventory, order supplies, and ensure distribution across the division. Provide ongoing support to the division's Web Coordinator by reviewing and updating division web pages. Verify that resources and information posted to the website are accurate, current, and compliant with Department standards. Perform other tasks as assigned.		

Relative % of Time Required:	☐ Essential Function	☐ Non-Essential Function
Duties Performed		

SPECIAL/ADDITIONAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Strong command of grammar, spelling, and written English with meticulous attention to detail. Strong customer service skills, with the ability to communicate professionally, respond to inquiries effectively, and provide courteous, accurate assistance to both internal staff and the public. Ability to maintain confidentiality and exercise discretion in handling sensitive materials. Strong organizational skills and ability to manage competing priorities. Extensive experience using Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Bilingual skills desired. Employees who use their bilingual skills 10% or more of the time may be eligible for additional compensation under Pay Differential 14.

PERSONAL CONTACTS

The incumbent has regular and ongoing contact with division management and staff, internal and external customers, all levels of Department staff, staff at the state special schools and diagnostic centers, and external agencies.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties and requirements listed above, and I am able to perform these duties with or without an accommodation. (If you believe an accommodation may be necessary, or if unsure of a need for an accommodation, inform the hiring supervisor or the Accommodations Coordinator at Accommodations@cde.ca.gov.)

EMPLOYEE NAME

EMPLOYEE SIGNATURE

DATE

MANAGER/SUPERVISOR ACKNOWLEDGEMENT

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

MANAGER/SUPERVISOR NAME

MANAGER/SUPERVISOR SIGNATURE

DATE

HRD C&P ANALYST

HRD APPROVAL DATE

EFFECTIVE DATE

DATE UPLOADED

This form will be kept in the employee's Official Personnel File.

Original - Classifications & Pay Office

Copies - Employee and Supervisor