

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
LEGAL SUPPORT OPERATIONS
LEGAL SUPPORT SERVICES
SAN FRANCISCO
DUTY STATEMENT**

NAME:

JOB TITLE: Business Services Assistant (Specialist)

POSITION NUMBER: 420-033-4707-xxx

STATEMENT OF DUTIES: The Business Services Assistant (BSA) on the Flexible Administrative Support Team performs a variety of clerical and administrative duties that support the business service functions necessary to ensure the smooth running of the legal office. Duties require independence of action, initiative, analysis, knowledge of departmental policies and a thorough knowledge of complex office/administrative practices. The BSA must be able to effectively and efficiently carry out assigned tasks independently or with minimal supervision, exercise good judgment, have strong communication skills, work in a team environment, work well under pressure and meet short deadlines. Independently performs technical and analytical work for a wide variety of business service functions necessary to support an office of over 400 attorneys, paralegals, secretaries and other administrative and professional staff.

SUPERVISION RECEIVED: Under the general direction of the Staff Services Manager II (Bay Area Regional Office Manager) and the immediate supervision of a Business Services Officer Supervisor I and II.

SUPERVISION EXERCISED: No formal supervision is exercised, but the BSA frequently serves as lead over lower-level staff on the Flexible Administrative Support Team.

TYPICAL PHYSICAL DEMANDS: Employee may be required to perform tasks that require driving, bending/stooping, carrying/lifting up to 40 lbs. on an occasional basis, climbing, kneeling, reaching/twisting, manual dexterity (grasping/keyboarding), pushing/pulling, prolonged standing/sitting, frequent walking. Employee is expected to use natural or assisted hearing and vision and be able to speak in a clear and professional manner in English to the public, clients, and co-workers either in person or over the telephone.

WORKING CONDITIONS: Employee works at a desk or in a cubicle in a workspace that may or may not have a window. More than one person may be assigned to the same workspace. The office occupies three upper floors in a high-rise building, as well as space on the ground floor and in the basement. Floors are covered in carpet or vinyl/tile. The building is a smoke-free environment.

ESSENTIAL FUNCTIONS:

Business Services Support:

- 25% Financial Administration:** Process/Coordinate Collection Advices, Payroll and Travel Claim checks, Transit Pass (Clipper direct program) purchasing in accordance with Accounting and State Administrative Manual procedures; maintain transaction logs, reconcile cash balances, conduct audits and prepare management reports as required. Monitor and manage activities of all the centralized SF Service email account to ensure the timely redirecting of requests.
- 20% Office Services:** Gathers and negotiates bids/quotes for office services, parking facilities. Analyze bids, compare price and service options. Utilize State resources for purchases and services when needed such as State Contracts, CMAS contracts, Price Schedules, and Master Service/Rental Agreements. Assist with special reports, events and projects; perform other business service/legal support functions, as departmental needs require. The BSA may be required to work overtime to complete a project.
- 20% Facilities Management & Office Technology:** Reserve visitor office, prepare and process building access key card; including keep track of employee separation and send reports to **DGS**. Coordinate CD, DVD and video tape editing and duplication. Assist with the evaluation and implementation of office technology upgrades, including the rollout of new digital copier technology.
- 15% Supply Management:** Independently determine which office supplies are needed. Prepare and processes purchase requisition forms for acquisition of items from vendors and State contract suppliers, including prepare and submit purchase order forms to the Central Services Warehouse. Accept and check delivery of items against purchase orders and bills of lading. Review invoices and other paperwork for accuracy prior to forwarding paperwork to Accounting for payment. Maintain stock of office supplies in the central stock room. Keep storage areas, bins and shelves neat, clean and orderly. Manage the fulfillment of staff supply requests and the provision of new employee supply setups. Perform physical count and perpetual inventory of general office supply items on a recurring basis. Maintain supply inventory records on ongoing basis. Assist with preparation of inventory reports.
- 10% Attendance Coordinator:** Respond to employees' inquiries about monthly attendance input on Workday online portal, including attorney, paralegal, legal support, seasonal clerks, and retired annuitants. Prepare new hire packets and coordinate with Personnel Specialists to ensure all health, dental, and vision benefits forms are submitted in a timely fashion and in accordance to Personnel Transaction Unit procedures and DPA rules. Coordinate employee separations with employees, supervisors, and personnel specialists for final leave balances and property retrieval. Schedule and manage Live Scan appointments and process fingerprints for new hires/interns. Prepare office setups for new hires/interns.
- 5% Personnel Administration:** Independently and in conjunction with Personnel Department, prepare explanations for legal and administrative staff about attendance, benefits, payroll, time-off policies, etc., requiring knowledge of personnel policies and procedures and Department of Personnel Administration rules and regulations, Assist Legal Support

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with separation paperwork for legal and non-legal staff.

MARGINAL FUNCTIONS:

5% Public Inquiry and Reception: Serve as backup to Reception. Answer incoming phone calls, provide information on State government agency services and programs, direct callers to appropriate staff, take detailed, accurate messages or take other action as may be appropriate. Handle inquiries from the public via phone and in person about DOJ and government services and direct them to the appropriate resources within DOJ or with other agencies. Greet visitors and ensure that their access to secured areas is in accordance with security policies and procedures.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee's Signature Date

Supervisor's Signature Date