

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☐ Proposed

RPA NUMBER 29498	DGS DIVISION / OFFICE or CLIENT AGENCY Division of the State Architect	
UNIT NAME Business Services Unit	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 1102 Q Street, Suite 5200, Sacramento, CA. 95811	
CIVIL SERVICE CLASSIFICATION Office Technician (Typing)	POSITION NUMBER 718-295-1139-005	CBID R04
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☒ 6 Months ☐ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday through Friday / 40 hours per week	TENURE Permanent	
WORKING TITLE Receptionist	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☒ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

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

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the 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 general direction of the Staff Services Manager I of the Business Services Unit (BSU), the Office Technician (Typing) is responsible for providing scanning services for conversion and filing of the Division of the State Architect (DSA) project documentation, quality control and ensuring documents are readable, data entry, and a variety of duties related to customer service reception desk, including but not limited to greeting and directing callers and visitors, processing incoming and outgoing mail, faxing and copying various documents, and maintaining electronic and manual records in accordance with established DSA office guidelines, DGS Core Values, and DSA Employee Expectations in order to ensure the compliance with DSA's policies and procedures in conjunction with Title 24, California Building Code (CBC).

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☒ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Typing

A valid Typing Certificate of Proficiency of not less than 40 words per minute.

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Prepares and types a variety of documents from rough draft to final form, by editing and correctly formatting correspondences for mailing, makes copies and files soft and hard copy documents in order to provide clerical support to the BSU to ensure and maintain effective business operations for

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PERCENTAGE	DESCRIPTION
	the office utilizing a personal computer, alpha-numeric filing system, Microsoft Office software, the DGS Correspondence Manual and general office equipment and procedures in accordance with DSA Policy.
35%	Converts and files DSA project plan documentation for the regional office by scanning various project related documents, saving to DSA database and verifying project data is accurate and complete in order to produce and maintain a final record set of electronic project plans to ensure timely scanning services and continually reduce retention of hard copy project documents utilizing personal computer, scanning equipment and related software in accordance with DSA Policy.
25%	Provides reception and clerical support to the office by greeting in-person visitors, answering, screening and directing incoming main and shared phone system, processing incoming and outgoing mail, copying, filing, and faxing of documents and independently responding to questions and requests from DSA customers in order to provide high level customer service to all staff, visitors, and clients to ensure first point of contact for the office using personal computer, multi-phone and various office equipment in accordance with DSA Policy and Mission Statement.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Provides general administrative support for staff and clients, assists with special projects and other clerical assignments by retrieving, gathering information and providing functional guidance of office software, equipment and application of procedures, backing up other clerical staff in the office, returning phone calls to clients to provide status information and as directed by the SSMI and/or Regional Manager, performs other assigned clerical duties in order to continually provide adequate office coverage and support using computer, various software and general office equipment to ensure exceptional customer service and optimal business operations in accordance with DSA Policy.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Professional office environment.

Daily use of a personal computer and a variety of software applications including Microsoft Outlook and Teams.

Frequent use of office equipment such as but limited to copies, scanners, and phones.

DESIRABLE QUALIFICATIONS

Experience providing customer service to the public.

Ability to effectively communicate and collaborate with others within and outside of the organization.

Experience using a computer and software such as the Microsoft Office Suite, SharePoint, and Adobe Acrobat.

Ability to update and maintain calendars and schedules.

Experience working with databases; searching, entering, maintaining, and tracking data.

Effective organizational skills; being detail oriented, proactive, and efficient.

One year of clerical experience, using standard office equipment.

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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 these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

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 represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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