

DUTY STATEMENT

Classification: Office Technician (Typing)
Job Title: Office Technician (Typing) - DOS
Name: TBD
Scheme/Class Code: CA 46, 1139
Position Number: 813-110-1139-961
Reports to: SSMI DOS Manager
FLSA Status: WWG 2
Division: Vocational Rehabilitation Employment Division
Location: Redwood Empire District/Santa Rosa Office
Primary Assignment: District Accounting Unit (DAU) Clerical and Technical Support

JOB OBJECTIVES:

Under the general supervision of the Staff Services Manager I DOS, in the District Accounting Unit of the Redwood Empire District (RED) of the Vocational Rehabilitation Employment Division, (VRED), and working cooperatively with other branches throughout the District and Central Office, the Office Technician (Typing) [OT(T)] provides a wide variety of clerical support including, but not limited to, document preparation, document review, record keeping, and correspondence. Performs specialized duties consistent with the federal and state regulations related to services provided by the DOR's vocational rehabilitation (VR) program. These functions also include the understanding and utilization of all laws, rules, policies, procedures and management memos regarding State procurement processes based on Department of General Services (DGS) guidelines, statutes, regulations, and the DOR Rehabilitation Administrative Manual (RAM) policy and procedures.

The Redwood Empire District is responsible for service delivery of Federal Title I Vocational Rehabilitation Services Program. The services assist eligible individuals in achieving their employment goals by providing assessment, training, assistive technology, supported employment, and job placement support. District staff will also conduct VR functions, including but not limited to

Rev: 03/26/2025

provision of referral and information to interested individuals, eligibility, and priority of services determinations of applicants for services, development of Individualized Plans for Employment (IPE) for eligible individuals, coordination of IPE services, and provision of post-employment services for consumers who find and maintain jobs as a result of DOR services.

ESSENTIAL JOB FUNCTIONS:

The OT(T) will perform technical and complex clerical duties in the following areas:

40% **Document Preparation:** Utilizes the AWARE electronic case recording system to issue, amend, and monitor service and commodity purchase authorizations and invoices. Verifies that case note and "activity due" requests for services comply with DOR federal and state regulations for comparable benefits and services and consumer financial participation. Verifies authorization documents are correct and in compliance with prior approval requirements. This also involves preparation of detailed procurement packets including checklists, accompanying worksheets; obtains related documents and information.

Prepares and reviews invoices, including verification of procedure codes and rates and all other required elements. Contacts vendors to reconcile authorizations and invoices as needed. Follows correct procedures for processing authorizations with unlisted and "by-report" codes.

Continuously updates district resource information for authorizing services and commodities to ensure that district staff have access to the most relevant information. Works closely with department's Accounting and Contracts and Procurements sections, assists in training VRSD team members, District Operations staff and district management on services and commodity authorizations in accordance with DGS guidelines (SAM, PAM, SCM), statutes, state and federal code of regulations, and DOR policy, desk manuals, Intranet resources, and local procedures.

20% **Document Review:** Utilizes the AWARE electronic case recording system and supporting documents to monitor unpaid authorizations. This involves the AWARE Reference Guide and Frequently Asked Questions (FAQs) to follow instructions for running AWARE Reports, including but not limited to the Authorization Full layout and Unliquidated Encumbrance layout.

Rev: 03/26/2025

Audits authorizations and invoices; verifies fees DOR can pay against vendor pricing; review counselor Activity Dues and authorizations against invoices for goods/services; obtains appropriate approvals for goods/services received; resolves any vendor disputes and monitors payment closure.

15% **Record Keeping:** Maintains District Procurement files. Utilizes AWARE Helpdesk module, procedure code search feature to access DOR's database of approved vendor codes and rates for goods/services. Works with CO Procurement and other Procurement Specialists to maintain files of administrative and consumer purchases.

15% **Correspondence:** Independently composes and responds to emails to and from all levels of district staff on a variety of topics including the verification of receipt of goods and services; responds to vendor requests for clarification of process and payment for goods/services, including vendors who want to know the status of their payments. Requests supporting documentation and item specifications from vendors for authorizations. Composes and types of emails concerning invoicing and client services for a variety of external customers. Accesses the AWARE electronic recording system to compose and type letters to clients utilizing case note information and may include attaching an electronic copy of correspondence to the consumer's Record of Services in AWARE.

Composes and types of letters and emails to potential vendors. Works with district staff in recruiting vendors.

5% **Clerical Duties:** Perform a variety of support staff functions as needed in support of the overall district accounting and district operation. Attend Clerical Team meetings, accounting meetings, District meetings and training.

Perform other job-related duties as assigned, which may include, but is not limited to providing remote coverage to branch offices or in-person coverage if needed, participate in procurement related work groups to improve procurement operations. Prepare copier, mail machine, imprest cash, voter registration and records retention forms as needed.

MARGINAL JOB FUNCTIONS:

5% **Administrative Duties:** Perform other job-related duties as assigned.

Travel: Up to 5% travel may be required to attend forums, conferences or trainings or meetings.

All Times: Communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness.

Consequence of Error:

This position has responsibility to help ensure that the principles and practices of the Division are carried out and implemented in accordance with the Department's mission, policies, and procedures, as well as federal, state, and local laws. Lack of knowledge, inaccurate work, misunderstanding, poor judgement, or inadequate analyses could result in misleading information being provided to the Department, state and local agencies or create misleading perceptions.

Note: It is the policy of the Department of Rehabilitation to provide equal employment opportunity to qualified individuals with disabilities through compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability).

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and in a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

Rev: 03/26/2025

(Employee's Name)

Date

Keiko Watanabe, SSMI DOS

Date

Original: Employee's Official Personnel File
Copies: Employee and Supervisor's drop file