

**DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL  
DIRECTORATE DIVISION  
OFFICE OF NATIVE AMERICAN AFFAIRS**

**NAME:**

**POSITION NUMBER:** 420-947-1139-901

**CLASSIFICATION:** Office Technician (Typing)

**STATEMENT OF DUTIES:** Under the general supervision of the Staff Services Manager I (SSM I), in the Office of Native American Affairs (ONAA) within the Directorate Division, the Office Technician (Typing) (OT-T) performs a variety of administrative support services for the Director and other ONAA team members. Duties are performed independently with minimal supervision, requiring a high degree of initiative, professionalism, knowledge of complex office policies and procedures and appropriate secretarial practices. The ability to communicate effectively and work under pressure is critical in this position. The OT-T will regularly perform a variety of difficult clerical duties to support the unit's procedures and protocols, including but not limited to handling written (electronic and/or hard copy communications) and telephonic complaints and inquiries, making travel arrangements, completing and submitting travel and expense reimbursements, and maintaining certain internal databases. In the performance of job objectives, the OT-T exercises excellent, writing, and grammar skills; follows oral and written directions; is responsive and courteous to the inquiries of the internal staff and external entities; demonstrates the ability to be organized; and is flexible and adapts to all situations.

**SUPERVISION RECEIVED:** Reports directly to the SSM I of ONAA. May also receive direction from the Director of ONAA.

**SUPERVISION EXERCISED:** No supervision of others is required.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit at a computer screen for extended periods of time, ability to type on a computer keyboard for extended periods of time, ability to rotate and work at different computer workstations at various times, ability to type 40 words per minute, and lift up to 40 pounds.

**TYPICAL WORKING CONDITIONS:** In a remote work environment, home office, or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment. May involve travel throughout California.

**ESSENTIAL FUNCTIONS:**

45% Provide clerical support to the Director and other ONAA team members by scheduling appointments, gathering background material for meetings, making travel arrangements, and preparing travel expense claims. Coordinate complex multi-party

conference calls and set up video conference meetings. Develop tracking methods and track correspondence for administrator's reply in order of priority with appropriate background material attached for reference. Handle the routing of incoming and outgoing mail and packages. File and scan a variety of correspondence, reports, and spreadsheets.

- 20% Perform a wide variety of duties which include but are not limited to: sort and prioritize incoming correspondence pertinent to recurring meetings and program efforts; revise outgoing correspondence for consistency with departmental policy as well as format and grammatical construction; photocopying; screening incoming calls; typing sensitive and complex memos, letters, and reports; and maintain files and filing systems.
- 15% Respond to incoming general inquiries and/or communications received daily through phone, email, mail, and social media outlets from Tribal leaders and citizens, general public, and a variety of local, state, and federal agencies. Perform data entry in Microsoft Suite programs to maintain multiple SharePoint databases. Answer ONAA's telephone line and respond to a variety of inquiries from local, state, and federal law enforcement, governmental agencies, and members of the public. Assist callers directly based on ONAA Inquiry Guidelines, and/or refer callers to appropriate entities within and outside of the Department. Retrieve, open, sort mail from ONAA's general inquiries and from other DOJ departments such as the Public Inquiry Unit and determine where incoming inquiries should be routed and which ONAA staff should be assigned to respond, if appropriate. Prepare responses to inquiries for review, maintain the ONAA Inquiry Log, prepare the Inquiry Log Report for the Director on a quarterly basis, unless otherwise requested. Regularly review and provide updates on the ONAA Inquiry Guidelines as needed.
- 15% Maintain the confidential, non-public facing SharePoint database, the California Tribal Justice Directory. Perform necessary data entry in the database. Conduct routine accuracy checks on the data and perform appropriate outreach to ensure accurate and up-to-date information relating to California and Tribal justice partners within and serving Indian Country are represented.
- 5% Other duties as assigned, such as preparation of documents for events/training, processing documents for confidential destruction, ordering and picking up supplies, and updating tribal directory and associated files.

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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

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