

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

015-1139-910

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Office of Equity

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Race and Equity and Central Operations Section (RECO)

SUPERVISOR'S NAME:

Adrian Steptoe

SUPERVISOR'S CLASS:

Supervisor II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Typing Certificate, 40 Words per minute

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Race and Equity Central Operations (RECO) Section will support the OOED in its administrative and organizational operations, evaluate ongoing needs and provide equity-centered training and technical assistance to CDSS staff, and ensure the Department's commitment to advancing equity across all Divisions and program areas.

CONCEPT OF POSITION:

Under the direct supervision of the Race and Equity Central Operations (RECO) Section Chief, in the Office of Equity (OOE) the Office Technician (Typing) (OT(T)) provides a full range of clerical support to the Race and Equity Central Operations Section and section chiefs as required. Typical duties include assisting with scheduling appointments, facilitating interviews, reviewing correspondence to ensure proper format and grammatical construction, monitoring and tracking document logs, database input, maintaining subject matter files, assisting with on-boarding activities and other time sensitive support services.

A. RESPONSIBILITIES OF POSITION:

30% Organizes and maintains the calendar of the RECO Section Chief. Schedules meetings and arranges for conference rooms/virtual platforms, prepares slide decks for presentations as needed; prepares/reviews meeting agendas and other materials for meetings. Attends meetings as necessary to take minutes. Works closely with the RECO staff on highly sensitive priority issues and assignments. Interacts directly and professionally with OOE branch chiefs in order to organize and provide materials. Independently follows up to obtain materials or ensure that requested action is taken. Identifies information and data from inquiries and gathers information for management attention. Assists the OOE staff to make informed decisions on sensitive and/or confidential departmental or program issues through data collection and research.

20% Types and processes internal and external correspondences, prepares statistical reports and other written reports, prepares drafts for controlled letters, and prepares acknowledgment letters to applicants, and prepares summaries of unit activities. These duties include but are not limited to: receiving, reviewing, logging and/or scanning, and routing incoming correspondence, including complaints from members of the public and correspondence; utilizing Microsoft Excel, Microsoft Outlook, and SharePoint to log and track time sensitive correspondence, assignments, and intra-departmental correspondence; follow-up on overdue assignments; process outgoing correspondence including proofreading, formatting, and preparing correspondence for signature, and mailing correspondence.

20% Supports the new employee on-boarding coordinator for OOE. Ensures all new employee workstations are properly equipped and orders processed prior to first day, and that probationary reports and performance appraisals are distributed and collected timely. Sits with OOE staff as needed to ensure all new employee and separating employee forms, policies and checklists are completed correctly and timely including badging appointments and system access.

15% Supports the Personnel Liaison, and acts as the Attendance Coordinator, which includes tracking personnel information, attendance, overtime, training, travel, office expenditures and equipment. Coordinates hiring interviews, maintains personnel records for staff. Reviews and updates organizational charts and phone lists to ensure all information is accurate. Assists RECO with travel arrangements and CalATERS claims. Maintain digital and physical files including, but not limited to, contract files, correspondence files, and compliance files.

10% Supports logistics for RECO and the project manager for Department-wide and division events, including drafting event descriptions, coordinating logistics for invitations, RSVPs, and follow up activities, including surveys. Interacts with presenters and guests in a professional to coordinate logistics. Prepares/reviews material for the events. Attends meetings and conferences, takes and/or summarizes notes.

5% Responsible for ordering and delivering office supplies and services as request. Maintains and tracks invoices and ensures they are properly processed. Other duties as assigned.

B. SUPERVISION RECEIVED:

The OT(T) receives direction from and reports to the Race and Equity Central Operations Section Chief and provides support to the OOE programs and offices.

C. ADMINISTRATIVE RESPONSIBILITY:

The OT(T) is involved in a wide array of administrative activities throughout the Race and Equity Central Operations Section in support of the Office of Equity as outlined in Section A. Must show attention to detail, have a high degree of organization and communicate both verbally and written, while maintaining a professional demeanor at all times. Must be a self-starter and work independently or with a team as needed. The individual must be able to handle a variety of assignments in a high-pressure situation. Will serve as backup to other OOE clerical and support staff in their absence. Perform other duties as assigned

D. PERSONAL CONTACTS:

The OT(T) has regular contact with managers and support staff throughout the division, not limited to other CDSS divisions and programs in support of OOE mission and values. May receive occasional assignments from the OOE Director, Project Managers and Branch Chiefs.

E. ACTIONS AND CONSEQUENCES:

The OT(T) must make decisions affecting the administrative aspects of the OOE Division with integrity, honesty and professionalism at all times. Conveying inaccurate information or failure to relay messages promptly could create confusion and delay business operations. Failure to do so impacts the public reputation of CDSS, OOE and RECO. Department-wide assignments must be tracked attentively and timely to avoid any penalties from control agencies. Failure to monitor, maintain, and provide oversight for assigned workload, not limited to: timely follow up, sharing accurate information, communicating effectively with programs will result in significant delays for OOE.

F. OTHER INFORMATION:

Desirable Qualifications: Knowledge of current personnel procedures and matters related to recruitment and hiring appointments. Journey level knowledge of SharePoint, Microsoft Office, Adobe, and Accessibility.

Experience working with social media and virtual platforms, including Zoom, Webex and LinkedIn, Survey software

Schedule: 8:00am - 5:00pm Monday - Friday. Telework options will be based on business needs and actions necessary to fulfill day to day operations by staff.