

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing) Bilingual - Spanish

POSITION NUMBER:

879-1139-XXX

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

CCLD - Child Care Program

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

Santa Barbara Child Care Regional Office

SUPERVISOR'S NAME:

Keishia Theus

SUPERVISOR'S CLASS:

Office Services 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*)

Subject to fingerprinting and criminal record clearance by DOJ & FBI  
Ability to lift and carry 10 pounds

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:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system.

The core mission of the Child Care Program is to ensure the health and safety of children in care. The Child Care Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents, and the child care community.

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**CONCEPT OF POSITION:**

Under the direction of the Regional Manager, or designee, the Office Technician (Typing) (OT) (T), regularly performs a variety of the most difficult support duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. The position requires sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively are of primary importance.

**A. RESPONSIBILITIES OF POSITION:**

The OT (T) provides support services to office staff, including but not limited to typing reports and correspondence, answering telephone calls, gathering and compiling information for statistical and other reports/logs such as the Field Automation System. In addition, the OT (T) may provide functional guidance in training and assisting less experienced employees. The OT (T) may perform the following duties:

- 30% Prepares and maintains a wide variety of office statistical reports and logs on a routine basis such as the Licensing Incident Statements (LIS) & Field Automation System (FAS) log to be maintained and updated daily. All civil penalty reporting and tracking for Program Office Central Operations Branch. Works closely with Program Office to ensure accurate, timely reports are updated with current information.
- 25% Provides support services to office management, including but not limited to preparing correspondence, independently utilizing a wide knowledge of vocabulary, grammar and spelling. Prepares all memo's from Regional Manager and staff for legal purposes, program office and outside Referral agencies. Maintains files for legal purposes and office records.
- 10% Maintains personnel files, attendance records and completes attendance reports. Works directly with personnel to complete and maintain accurate attendance.
- 10% Operates and maintains various types of office equipment, such as personal computers, individual and multi-function printers, fax machine, scanner postage equipment, etc. Performs office equipment coordinator duties.
- 10% Bilingual Duties: Provides back-up support to other support staff in the regional office, including but not limited to answering the phones in Spanish. Assists Spanish speaking individuals with questions regarding applications for child care licensure. Answers questions regarding our Online Orientation for Spanish speaking individuals.
- 5% Provides back-up support to other support staff in the regional office, including but not limited to filing and answering the phones.
- 5% Maintains office supplies-monitors office supplies, reviews supply requests and, with management approval, orders supplies using the CAL-Card, AA18 or Gen 1181. Tracks major and minor equipment expenditures.
- 5% Other special projects as required by management such as creating and tracking work orders.

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B. SUPERVISION RECEIVED:

The Office Technician (Typing) receives direct supervision from the Regional Manager or designee.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

Interacts with all office staff and has telephone and personal contact with representatives of other Departmental units, outside agencies and the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to plan appropriately and direct emphasis to the highest priorities may result in critical assignments exceeding deadlines. Inappropriate or delayed responses to written or verbal requests for information may result in adverse criticism from the public, legislators, other agencies, etc.

F. OTHER INFORMATION:

The OT (T) must be able to assist with workload demands within the office and must use good judgment in accurately evaluating situations and taking effective action. The OT (T) works with confidential and sensitive information and is expected to maintain the confidentiality of information accessed during the course of their duties.

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Keishia Theus

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Office Services Supervisor II

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- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
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- Other *(Explain below)*

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SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

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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:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

Will aid in fostering a culture of diversity and inclusion within our Program that actively invites the contribution and participation of all people while representing the varied identities and differences (race, ethnicity, gender, disability, sexual orientation, gender identity, national origin, tribe, caste, socio-economic status, thinking, and communication styles) in California and support on-going partnerships with those communities most affected by inequities to advance equitable policy and systems changes.

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**CONCEPT OF POSITION:**

Under the direction of the Regional Manager, the Office technician-Typing (OT(T), regularly performs a variety of the most difficult support duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. The position requires sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively are of primary importance.

**A. RESPONSIBILITIES OF POSITION:**

The OT (T) provides support services to office staff, including but not limited to typing reports and correspondence, answering telephone calls, gathering and compiling information for statistical and other reports/logs such as the Field Automation System. In addition, the OT (T) may act as the lead support staff and provide functional guidance in training and assisting less experienced employees. The OT (T) may perform the following duties:

- 35% Prepares and maintains a wide variety of office statistical reports and logs on a routine basis such as the Licensing Incident Statements (LIS) & Field Automation System (FAS) log to be maintained and updated daily. All civil penalty reporting and tracking for Program office Central Operations Branch. Works closely with Program office to ensure accurate, timely reports are updated with current information.
- 25% Provides support services to office management, including but not limited to preparing correspondence, independently utilizing a wide knowledge of vocabulary, grammar and spelling. Prepares all memo's from Regional Manager and staff for legal purposes, program office and outside Referral agencies. Maintains files for legal purposes and office records.
- 10% Provides back-up support to other support staff in the regional office, including but not limited to filing and answering the phones.
- 10% Maintains personnel files, attendance records and completes attendance reports. Works directly with personnel to complete and maintain accurate attendance.
- 10% Operates and maintains various types of office equipment, such as personal computers, individual and multi-function printers, fax machine, scanner postage equipment, etc. Performs office equipment coordinator duties.
- 5% Maintains office supplies-monitors office supplies, reviews supply requests and, with management approval, orders supplies using the CAL-Card, AA18 or Gen 1181. Tracks major and minor equipment expenditures.
- 5% Other special projects as required by management such as creating and tracking work orders.

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B. SUPERVISION RECEIVED:

Receives direct supervision from the Regional Manager.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

Interacts with all office staff and has telephone and personal contact with representatives of other Departmental units, outside agencies and the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to plan appropriately and direct emphasis to the highest priorities may result in critical assignments exceeding deadlines. Inappropriate or delayed responses to written or verbal requests for information may result in adverse criticism from the public, legislators, other agencies, etc.

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