

State of California - Department of Social Services
DUTY STATEMENT (PROPOSED)

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

800-697-1139-910DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Administration / Human Resource Services
Branch**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Compliance, Data, and Automation Bureau -
Branch Operations Unit**

SUPERVISOR'S NAME:

Arow Bloom

SUPERVISOR'S CLASS:

Office Services Supervisor IISPECIAL 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 periods of standing, bending, squatting, and working in file rooms
 - Required to lift up to 25 pounds
 - Subject to period of sitting at workstation under artificial lighting

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

SUPERVISOR'S SIGNATURE

DATE

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

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. May have responsibility for functional guidance in training and assisting less experienced employees and occasionally act in the absence of a supervisor.

MISSION OF ORGANIZATIONAL UNIT:

The Compliance, Data, and Automation Bureau specializes in providing structural support of the California Department of Social Services (CDSS), with an emphasis on the daily operations of the Human Resource Services Branch (HRSB). Through our Quality Assurance, Audits, Branch Operations, and ServiceNow teams, we advance the foundations of the Human Resources experience. Branch operations encompass the day-to-day activities and management of the Human Resource Services Branch's physical location, ensuring efficient and compliant processes, optimal customer service, and adherence to Branch business objectives, relevant regulations, industry standards, and CDSS policies.

CONCEPT OF POSITION:

Under the general direction of the Office Services Supervisor II (OSS II), the Office Technician (Typing) performs advanced journey level (most difficult and sensitive clerical and technical Office Technician work) for HRSB and Department customers. The incumbent is expected to consistently exercise a high degree of initiative and independent judgment and may provide guidance to lower-level clerical staff to sustain Branch Operations.

A. RESPONSIBILITIES OF POSITION:**40% Official Personnel File (OPF) Filing and Records Management**

Ensure accurate, secure, and accessible records of employee personnel records and information, adhering to legal requirements and internal policies. This includes ensuring consistency in organization and enforcing security measures to control proper storage and secure confidentiality to prevent unauthorized access, use, or disclosure of information (Labor Code section 1198.5). Responsible to manage Branch Operations' OPF email inbox, tracking log, and file rooms; alphabetizes and files all personnel-related documents and prepares issue reports for supervisor review and direction. Prepare, schedule, and conduct OPF reviews for employees and authorized individuals requesting personnel data records, outline procedures, and redirect requests for other authorized public data and Subpoena record requests pursuant to the California Public Records Act. Collaborate with internal HRSB stakeholders to create new OPFs and transfer employee OPFs; conduct monthly audits utilizing MIRS and SN reports and retrieve and file employee documents to ensure compliance and accuracy of new employee files and assist in preparing and processing separated employee files. Maintains working knowledge of the state's record retention schedule, revision, amendment process, and records inventory and conducts audits referring to the HRSB Records Retention Policy/Schedule to prepare HRSB documents for State Records storage, to retrieve documents from the State Records and State Archives agencies, and purge OPF documents.

35% Branch Operations

Manage the Branch Operations' HRSB Support Services email box; maintains a tracking log of requests. Anticipate HRSB needs and manage resources and non-technical supply requests, assist with the research of low-cost vendors for office supply purchases, assist with non-technical office products and supplies, and create and submit HRSB service order requests and other general correspondence. Assist in organizing HRSB employment interviews; plans for conference/meeting facilities; assists with special projects and compliance drills, and emergency evacuation drills. Customer Service: Provide efficient and helpful customer service to facilitate several key organizational needs, all aimed at enhancing the effectiveness of internal HRSB daily operations and optimizing overall support. Responsible for the HRSB reception counter, addressing external CDSS, SCDD, Agency, and internal HRSB inquiries and answer and route incoming calls appropriately. Interact with internal employees and the general public by phone regarding information that may be extensive and sensitive in nature and require logical research through numerous organizational resources. Compliance: Adhere to relevant regulations, industry standards, and CDSS policies to ensure legal and ethical operation; assist with internal and control agency audits and HRSB projects; manage Branch Operations' warrant tracking log and collaborate with the Personnel Specialist to validate and deliver payroll warrants to employees and accounts receivable payments to the CDSS Accounting Cashiering Unit, and may assist the Analyst I/II's to design and develop less complex Human Resource Services Branch memorandums considering to ensure accessibility (considering the needs of all users), and train to act as a secondary CDSS Super User.

Mail processing and distribution: Receive, process, and distribute incoming HRSB mail, documents, and parcels received at the customer service counter. Complete mail runs to other floors supported by HRSB and retrieves and processes outgoing mail.

20% Develops forms, checklists, and resource tools to enhance operations, requiring interpretation of the information and requiring references to a variety of personnel sources, such as inter- and intra-department files, records, and publications.

5% Perform other related clerical and technical duties as required within the scope of the classification.

B. SUPERVISION RECEIVED:

The Office Technician (Typing) is directly supervised by the Office Services Supervisor II. The incumbent is required to utilize their initiative and resourcefulness in completing assignments.

C. ADMINISTRATIVE RESPONSIBILITY:

NONE

D. PERSONAL CONTACTS:

The Office Technician (Typing) will have daily contact with all levels of Departmental employees as well as representatives from other State agencies and the general public. Contact with the general public is limited primarily to telephone contacts.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential material and in imparting information to callers could result in information being released to unauthorized persons in violation of the Government Code.

F. OTHER INFORMATION:

The Office Technician (Typing) must have excellent interpersonal communication skills and organizational skills; must be flexible and work well under pressure. The Office Technician (Typing) will be required to follow oral and written directions, evaluate situations accurately and take effective action, and apply specific laws, rules, regulations, procedures, and policies. Microsoft Office Suite, Microsoft Teams, ServiceNow, and State Controller's Office systems, and SharePoint will be used extensively. Assigned tasks will be performed utilizing a computer, photocopier, scanner, printer, telephone, and other office equipment to provide clerical support.