

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

800-310-1139-001

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

Legal Division

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

Legal Operations Branch

SUPERVISOR'S NAME:

Ivonne Aguilar

SUPERVISOR'S CLASS:

Supervisor I

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)*

Fingerprint Criminal Record Clearance required by the Department of Justice and the Federal Bureau of Investigation.

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 Legal Division's Legal Operations Branch is dedicated to providing comprehensive and thorough administrative and legal support services to all units within the Legal Division.

CONCEPT OF POSITION:

The Office Technician (Typing) (OT) serves as the Legal Division's Attendance Coordinator. The OT also provides general office support and is one of the Legal Division's front office receptionists. General responsibilities include responding to phone and emails inquiries, performing mailing services, typing various documents, and general office equipment operation. The position requires the incumbent to maintain the highest standards of confidentiality, work cooperatively with others, adjust priorities based on operational needs, maintain punctual and consistent attendance, and communicate effectively. This position requires sound judgment, dependability, initiative, and tact.

A. RESPONSIBILITIES OF POSITION:

35% Serves as the Legal Division's Attendance Coordinator (AC). Prepares and coordinates submission of various personnel forms for staff statewide to include health benefits, leaves of absence, time reporting, and other related areas. Duties include reconciling employees' monthly leave balances, assisting with and posting electronic attendance records, tracking monthly attendance and leave balance data, and coordinating onboarding/offboarding tasks. The AC must be able to effectively navigate and engage with the ServiceNow platform in performing AC related tasks. In addition, the incumbent is responsible for updating and maintaining the Legal Division's Attendance Coordinator Manual, utilizing guidelines set forth by the Human Resource Services Branch.

25% Performs mailing services. Sorts, opens, date stamps, and scans all incoming mail to the Legal Division and distributes to appropriate parties. Oversees overnight mailing services, tracks and maintains pouches supplied by the contractor, and trouble-shoots issues that may arise. Retrieves mail from Legal Division floors and the mail room at headquarters and runs errands as needed.

20% Serves as one of the Legal Division's Receptionists. Receives and screens incoming phone and email inquiries, greets visitors and directs them to the appropriate staff person. Utilizes departmental procedures to notify the security desk of visitors to the Legal Division. Updates and develops procedures for receptionist desk manual by working with peers, supervisors, and through learned knowledge.

10% Operates a personal computer to prepare documents and forms, as well as to retrieve, assign and track incoming legal requests. Utilizes Microsoft programs for word documents, general memos and letters, labels, unit lists and rosters, calendaring, and e-mail functions. Operates various types of office equipment for photocopying, scanning, and faxing tasks. Maintains office printers and copiers and schedules vendor maintenance and repairs as needed. May process routine legal forms as well as setting up legal documents and other minor legal support functions. Consults with the Facilities Operations analyst to prepare repair work orders as needed for the Headquarters Legal Division offices.

5% Provides back-up support for Headquarters office supply inventory tracking and ordering. Distributes, tracks, and inventories office supplies for the Legal Division headquarters staff. Ensures that the supply areas are appropriately stocked and maintained in a neat and orderly manner. Ensures all Legal Division headquarters floors are supplied with appropriate supplies. Reports supply needs and shortages to the Purchasing Analyst.

5% Performs other duties as required, to include special projects, as assigned by the Supervisor I and/or the Supervisor II.

B. SUPERVISION RECEIVED:

The Office Technician reports to, and receives general supervision from, a Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Office Technician represents CDSS in a professional manner and has frequent contacts with all levels of staff within the Legal Division and departmental staff at various levels to include the Executive Office, Business & Administrative Services, Human Resources Branch, and the Community Care Licensing Division. The Office Technician also has frequent contacts with employees of other agencies and outside vendors.

E. ACTIONS AND CONSEQUENCES:

The Office Technician must exercise sound judgment and be able to represent the Department in a professional manner. The Office Technician must be able to prioritize work and objectively handle assignments that change throughout the day. Failure to provide efficient support services may impact the Legal Division's ability to accomplish its mission and serve clients effectively.

F. OTHER INFORMATION:

Position requires the ability to lift up to 25 pounds. Office space is standard in a smoke-free environment. Employees assigned to the Legal Division have access to criminal records, and are subject to a criminal record background clearance by the Department of Justice and the Federal Bureau of Investigation.

(3/5/26 - DM)