

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Office Assistant (Typing)

POSITION NUMBER:

800-811-1379-003

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

Care Provider Management Branch

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

Customer Relations Unit

SUPERVISOR'S NAME:

Emma Franco

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)*

The OA is subject to fingerprinting and a criminal records check by the Department of Justice. Supervision required.

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.

N/A

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.

N/A

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Care Provider Management Branch (CPMB) is to ensure and promote the health and safety of each person in community care. Through the Guardian Management System, we serve, aid, and protect the most vulnerable persons associated to our agencies and registries by processing background checks that meet all State and Federal mandates in an equitable manner.

CONCEPT OF POSITION:

Under the close supervision of the Supervisor I, the OA performs a variety of administrative functions which include utilizing a multi-line phone system with a high volume of incoming calls, utilize the Guardian data system to answer questions regarding criminal record background check processes and referring calls to the appropriate person or program office. Incumbent also provides receptionist duties to include greeting visitors and ensuring appropriate access to a secure building based on established security policies.

A. RESPONSIBILITIES OF POSITION:

45% - Administrative Tasks

Open, sort and distribute incoming mail and faxes. Scan, and upload documents into the Guardian data system. Print and package mail correspondence for outgoing mail distribution.

40% - Reception Tasks

Greet visitors at reception desk, manage visitor sign-in log, issues visitor badges, and ensures guest access is in accordance with security policies. Utilize a multi-line phone system to answer incoming calls.

15% - CPMB Representative

Participate in special projects and meetings focused on improving timeliness, completeness, and quality of case processing. Participate as an integral member of a team environment to accomplish work assignments, objectives, and goals. Maintain desk manual. Perform additional duties as assigned to support program needs and objectives.

B. SUPERVISION RECEIVED:

The OA reports to and receives supervision from the Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

The OA is responsible for keeping their manager informed about task progress, challenges, and any barriers to completing assignments.

D. PERSONAL CONTACTS:

The OA has frequent contacts with staff throughout Community Care Licensing Division. The OA also interacts with internal and external engaged partners, including public agencies and other governmental agencies. A strong commitment to excellent customer service is essential, as the OA provides clear, professional communication to applicants, engaged partners, and team members.

E. ACTIONS AND CONSEQUENCES:

The OA must exercise sound judgment and demonstrate the ability to make critical decisions, as poor judgment or ineffective decision-making can have serious consequences for the California Department of Social Services' mission to serve, protect, and support vulnerable children and adults. This position involves access to highly confidential and sensitive information, requiring strict adherence to confidentiality standards. Failure to protect PII or perform the duties and responsibilities effectively could lead to violations of laws, regulations, and codes governing community care licensing, ultimately endangering the well-being of those the department is committed to safeguarding

F. OTHER INFORMATION:

Key responsibilities include efficiently managing time and resources, approaching problems with creativity, multitasking effectively, and collaborating with team members to deliver excellent service. Treating others with fairly, respectfully, and with integrity is essential. The OA must be able to prioritize tasks, meet deadlines, and operate computer systems to complete assignments with accuracy and efficiency.

The OA position requires adaptability to a hybrid work schedule, with potential adjustments based on business needs. This is subject to change based on business needs.