



HOW WILL YOU SPEND YOUR FUTURE?

PROPOSED

CURRENT

DUTY STATEMENT

	EFFECTIVE DATE
BRANCH Administrative Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 270 - 1138 - 017
DIVISION/UNIT Facilities Management/ Facilities Mail & Imaging Services	CLASS TITLE Office Technician (General)
INCUMBENT NAME Vacant	WORKING TITLE Office Technician

CalSTRS is dedicated to securing the financial future and sustaining the trust of California’s educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the general direction of the Supervisor I, the incumbent performs the duties of an Office Technician within the Facilities Mail & Imaging Services (FMIS) providing mailroom duties while applying policies and procedures. The incumbent acts as an expert while independently operating the most complex multifunction machinery.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
30%	ESSENTIAL FUNCTIONS Open, sort, date stamp and deliver incoming mail, utilizing various mail room related equipment such as mail metering machines and scales, letter inserters, envelope openers, folding machines, and address labeling machines.
25%	Collect and deliver mail, packages, and other materials within CalSTRS and various offsite locations. Package bulk materials for Fed Ex and GSO collection, make sensitive or special runs to pick up or drop off time dated material while adhering to strict delivery schedules and time frames.
20%	Prepare outgoing mail and mass mailings. Fold, collate, and staple forms for mass mailings. Return original documents by mail to the members/beneficiaries, preparing envelopes and logging event in database.
10%	Process large volumes of incoming and post processing mail, which includes sorting, date stamping and preparing/ batching documents for imaging. Must possess knowledge of CalSTRS documents. Perform less-complex scanning and indexing of large volumes of batched documents relating to CalSTRS programs. Key-enter pertinent information and data for documents, which includes direct keyboarding and utilizing the mouse and function keys to access drop down menus.
5%	Monitor FMIS main phone line and assist customers at the FMIS customer service window. Monitor loading dock radio and retrieve and X-Ray mail from the loading dock.
5%	Support both the Facilities Mail & Imaging Services and Business Services in processing, receiving, and delivery of incoming & outgoing mail (including GSO & FED EX packages), stock inventory, and delivery shipments.
5%	MARGINAL FUNCTIONS Assist with CalSTRS special projects and requests. Operate state vehicle for delivery and pickup of mail to and from post office.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS’ core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 30 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED