

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Office Technician (OT)		WORKING TITLE Appeals Board Office Technician		
PROGRAM NAME Workers' Compensation Appeals Board			UNIT NAME Reconsideration Unit	
ASSIGNED SPECIFIC LOCATION San Francisco			POSITION NUMBER 400 – 330-1139-XXX	
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Legal Support Supervisor I, the Appeals Board Office Technician performs a variety of advanced journey level clerical and general office duties for the Workers' Compensation Appeals Board's (WCAB) Reconsideration Unit, such as processing incoming cases, managing statistics, entering data, creating statistical reports, handling incoming and outgoing mail, and maintaining and disposing of confidential files in line with the Department of Industrial Relations' (DIR) records retention policy.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	Case processing and management: Independently process incoming cases filed with the WCAB by entering data into the Electronic Adjudication Management System (EAMS). Review pleadings to determine their type (Petitions for Reconsideration/Removal/Disqualification) to create the appropriate case file and deliberation records using Microsoft Office Planner. Assist in preparation of records in FileMaker. Assists in reviewing, monitoring, and managing case flow using Microsoft Planner, including tracking case files in Planner and assisting in circulation of case files to deputy commissioners and commissioners. Assists in obtaining reports from administrative law judges at DWC. Assist deputy commissioners in responding to inquiries verbally and in writing from the district office and the public regarding case processing and status of cases.
30%	Prepare a variety statistical of reports utilizing Microsoft Office, such as Word, Excel, and EAMS, as directed by supervisory/managerial staff. Track and update petitions filed and legal due dates for decisions using Microsoft Excel. Track and update reports from administrative law judges. Assist in creating spreadsheets for data tracking. Perform a variety of clerical duties such as typing, compiling, tracking, entering information into databases, monitoring statistical data on Microsoft Excel, calendaring and monitoring legal decision due dates, forwarding more complex inquiries to appropriate staff, and maintaining and updating Excel spreadsheets.
20%	Serve as first point of contact for visitors at the WCAB public window; screen and respond to telephone calls; respond to general inquiries in person, by email and/or correspondence, as necessary. Open, sort, date-stamp, and distribute incoming mail, including shipments and documents. Locate case files and match mail to case files. Coordinate mailing of various documents, files, and packages. Prepare requests for overnight or express shipment via FedEx. Prepare service of decisions by the WCAB to be sent out to appropriate parties both through USPS, electronically served through EAMS and email. Assist in reviewing, developing, and uploading WCAB decisions into EAMS on the



	DIR website.
10%	File Services: Maintain the file room by organizing and retaining or purging confidential documents pursuant to DIR's document retention schedule, developing and maintain filing systems for time sensitive correspondence. Assist in compiling, copying, and scanning to support public records act requests.
Percentage of Time Spent	Marginal Job Functions
5%	Perform other related duties or special assignments as assigned such as maintaining copiers, printers and scanners. May perform additional duties including but not limited to serving as a backup or assisting with special projects, records maintenance, and scheduling.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent; communicate effectively (both orally and in writing) in dealing with the public and/or other employees; establish and maintain cooperative working relationships with staff at all levels within and outside of the WCAB; adapt to changes in priority of assignments, read, understand and follow oral and written instructions; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to WCAB policies and procedures.

The incumbent should be skilled in working independently, using good judgment, and maintaining confidentiality. The incumbent should demonstrate familiarity with computer programs such as Microsoft Office (particularly, Word, Excel, Planner, SharePoint and Outlook) Adobe and Visio. In addition, the incumbent should demonstrate the ability to adjust to changing priorities, research and resolve issues that do not have clear answers.

Supervision Received

The Appeals Board Office Technician is under the general direction and receives the majority of assignments from the Legal Support Supervisor I; however, direction and assignments may also come from a deputy commissioner.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

This is a position at the WCAB, Reconsideration Unit, located in an office environment in the 14-story State office building in San Francisco, California. This unit is currently located on the 9th floor. The incumbent works in a cubicle, in close proximity to others. The position requires work extensively on computers, scanners, copiers, telephones, and/or shredders as necessary for processing work, drafting email communication, and other purposes. Teleworking per DIR policy is available.

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Special Requirements/Other Information

The Appeals Board Office Technician must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of the Reconsideration Unit. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, have good computer skills with proficiency in Microsoft Office software.

Physical Abilities

The position requires the ability to work extensively on a personal computer and telephone and to operate a photocopier, and other office equipment. The position requires some contact with the general public. Being in a stationary position for long periods of time.

Additional Requirements/Expectations

The incumbent is expected to always maintain confidentiality due to the access to sensitive information and the nature of the work performed, including following WCAB guidelines regarding contact with the public. The incumbent must have the ability to follow the policies and procedures of the Unit, work with staff at all levels, be dependable, and communicate effectively to complete work assignments.

Personal Contacts

The Appeals Board Office Technician has frequent contact with staff at all levels within the Unit. The incumbent has occasional contact with attorneys, injured workers, hearing representatives and the public who request non-confidential information related to workers' compensation cases.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date