

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (Typing) - BL (Spanish)

POSITION NUMBER:

800-432-1139-007

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

State Hearings Division

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

General Jurisdiction Support- Los Angeles Regional Office

SUPERVISOR'S NAME:

Mike Ceja

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 clearance 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.

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:

We provide timely, independent, and impartial due process hearings and produce timely, legally correct decisions. We maintain the integrity of the state hearing process, provide efficient administration of the state hearing process, communicate with counties, claimants, and others to achieve an efficient and effective state hearing process and identify various issues that arise in the state hearings process as outlined by existing law or policy.

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**CONCEPT OF POSITION:**

Under the supervision of the Supervisor I in the General Jurisdiction Unit (GJ) and the general direction of the Supervisor II and Supervising Administrative Law Judges (PALJ), the Office Technician (OT) is responsible for:

**A. RESPONSIBILITIES OF POSITION:**

40% Provide administrative support to Administrative Law Judges (ALJs), including typing and preparing sensitive and confidential materials. Review correspondence, including hearing decisions, to ensure the proper formatting, correct grammar, and consistency with departmental and divisional policies. Monitoring and tracking document logs, ensuring proper handling, and packaging of materials. Responsible for downloading and uploading documents into our Appeals Case Management System (ACMS).

30% Answer and screen incoming phone inquiries from the general public and county representatives, serving as the first point of contact for callers and providing prompt, professional assistance. Use good judgment and knowledge of the State Hearings Division regulations to independently act, respond, and assist with various situations. Direct calls and visitors to the appropriate staff members. Serve as a liaison between county representatives, claimants, and authorized representatives, addressing and investigating inquiries as needed. Contact Spanish speaking claimants and receive incoming Spanish telephone inquiries and translate into English for staff. Act as a Spanish liaison with various county representatives, claimants, Authorized Representatives and investigate inquiries. Ensure proper routing and handling of associated tasks. Add detailed notes into our ACMS.

25% Support ALJs with pre-and post-hearing tasks, such as following up with parties and scheduling continued hearings. Update claimant information in our ACMS and process related requests. Coordinate all hearing activities, including preparing and distributing correspondence and case files. Assist with setup and operation of video conferencing equipment for hearings.

5% Perform a range of administrative tasks including, but not limited to, distributing incoming and outgoing mail, return mail, faxes, and other correspondence. Assist in the development and revision of office procedures and manuals, and ensure written procedures are maintained and distributed to staff. Establish and maintain effective working relationships with internal and external stakeholders. Exchange information on assigned topics to ensure clear communication. Attend meetings and briefings, providing management with updates on key discussions and decisions. Prepare and deliver oral presentations to management regarding project progress, outcomes, and relevant subject matter.

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B. SUPERVISION RECEIVED:

The OT receives direction and reports directly to the Supervisor I in the General Jurisdiction Unit. The OT also receives general direction from the Supervisor II and/or Supervising Administrative Law Judges.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The OT has daily contact with all levels of department staff, county staff, recipients of government benefits, authorized representatives, as well as representatives from other state agencies.

E. ACTIONS AND CONSEQUENCES:

The OT must exercise good judgment in making decisions affecting the state hearings process. Failure to properly analyze, use good judgment and/or lacking knowledge of the regulations and policies may critically damage the Division's reputation and affect claimants and responsible agencies.

F. OTHER INFORMATION:

The OT must have good interpersonal communication skills, be able to proofread quickly and accurately, be flexible in handling changing priorities or tasks, and be able to work well under pressure to meet mandated time frames. An employee may be assigned a task for a specified period and later reassigned to a different task based on operational needs and priorities.

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