



DUTY STATEMENT

Classification: Office Technician (General)
Job Title: Office Technician (General) – Case Services
Name: First, Last
Scheme/Class Code CA48-1138
Position Number: 813-440-1138-029
Reports to **Team Manager, Supervisor I**
FLSA Status: WWG 2
Division: Vocational Rehabilitation Employment Division /South;
Specialized Services Division

Location
Primary Assignment: Vocational Rehabilitation Service Delivery (VRSD)
Team technical and clerical support

JOB OBJECTIVES:

Under the general supervision of the Team Manager, Supervisor I, the Office Technician (General) independently provides technical and clerical support to the Team Manager, and the VRSD team by performing specialized duties related to the vocational rehabilitation services delivery process consistent with the Code of Federal regulations, California Code of Regulations related to the Vocational Rehabilitation (VR) program and the department Rehabilitation Administrative Manual Sections 12 and 30; and state procurement requirements.

The Greater Los Angeles District Office is responsible for service delivery of the Federal Title I Vocational Rehabilitation Services Program. The services assist eligible individuals in achieving their employment goals by providing training, assistive technology, supported employment and job placement support.

ESSENTIAL JOB FUNCTIONS:

layouts and reports Performs the following technical duties:

30% Communicates with interested individuals, applicants and consumers regarding the DOR VR program serving as the first point of contact with consumers. This includes the ability to use various assistive technology communication devices, and other adaptive resources in order to meet the needs of individuals with different abilities and diverse backgrounds. Uses good judgment and awareness and knowledge of disability conditions to independently act, respond, and assist with various consumer situations.

Responds to inquiries from consumer-related external stakeholders to expedite timely provision of referral, information and services. This can include parents, consumer advocates, educators, case managers, job coaches, and vendors. Independently applies applicable confidentiality laws when responding to external information requests.

Provides information to interested individuals, applicants and consumers in person and on the phone regarding various DOR processes. Gathers information from interested individuals, applicants, and consumers, necessary to research answers or solutions to a variety of inquiries or situations. Requires knowledge of DOR resources and processes, RAM, and federal and state Code of Regulations in order to identify solutions applicable to a consumer's specific inquiry or situation. Requires knowledge of reference materials and local resource materials developed for this use.

Independently schedules, arranges, and provides support to the VRSD Team for information and referral services. Enters, tracks and monitors referral data utilizing the AWARE electronic recording system.

Independently receives, assesses, and prepares certification package of non-DOR Consumers for the State Limited Examination and Appointment Program (LEAP) and the Federal Schedule A program in order to help the individuals with disabilities to participate in the LEAP and Schedule A employment programs. Obtains medical records from consumer to provide to the QRP to determine eligibility for LEAP and/or Schedule A employment programs. Submits package to SVRC, QRP for approval.

Rev: 04/28/2026

Upon approval of eligibility for LEAP, the OT (G) completes and provides copy of the LEAP certification to the consumer and mails copy to the State Personnel Board. Upon approval of eligibility for Schedule A, types certification letters on behalf of QRP to provide to the consumer and to retain copies for consumer records of service.

Schedules and conducts all or a portion of group applicant/consumer orientations to provide information to applicants and consumers regarding the DOR.

Schedules, arranges and provides support to the Employment Coordinator at job placement circles and job clubs. This includes providing assistance to the consumers in the development of resumes, cover letters and master applications.

25% Consults with consumers to provide information and to answer questions regarding DOR procedures and processes to procure goods and services for participation in the VR program.

As member of the VRSD Team, consults with team members regarding specific complex and difficult consumer inquiries or concerns.

Assists consumers with completion of authorizations for services. Independently tracks and implements plan related services for consumers. Gathers and assembles referral packets in collaboration with the consumer. Requires tailoring each referral packet to the specific services needed for a consumer's plan. Requires knowledge of Health Insurance Portability and Accountability Act (HIPAA) provisions to assist consumers to correctly complete release of information forms. Routes completed forms to SVRC, QRP for review and approval.

Completes consumer service requests for VRSD team members. This includes procuring services for consumers and confirming that the services being requested are correctly authorized. This requires knowledge of appropriate service/procedure categories, procedure codes, fund sources, rates, and other related information consistent with departmental, state, and federal regulations.

Rev: 04/28/2026

Reviews incoming invoices to ensure proper completion (accounting codes) for payment processing. Prepares Invoice Dispute Notifications (STD 209) and return with invoice for correction to the vendor.

25% Sends letters and makes phone contacts to schedule and arrange referral and information, orientations, and initial interviews. This includes providing federally required "application process information" to interested individuals.

Sends letters and makes phone contact to request medical, diagnostic, and wage earnings information. Follows-up on information. Contacts applicants and consumers via phone and correspondence to assist the SVRC, QRP in the determination of eligibility and complete the annual review. This activity occasionally requires composition and typing of short letters.

Sends letters and makes phone contact with consumers, vendors, and service providers to implement the VR activities identified in the Individual Plan for Employment (IPE). Schedules necessary appointments for consumers with the VRSD team members as needed. This activity occasionally requires composition and typing of short letters.

10% Processes incoming and outgoing mail for unit including specialized mailing as needed. Orders administrative equipment and supplies as directed by the Team Manager, Supervisor I.

Sends electronic requests to route, transfer, and close cases as assigned. Pulls case files and other documents for case reviews by the Team Manager. Makes photocopies and fax documents. Files signed hard copies of various consumer file documents such as eligibility and priority for services documents, procurement-related documents and other resource documents. Maintains file order as required by RAM 30. Scans, uploads, and processes documents.

5% Gathers monthly attendance documents and inputs attendance as directed by the Team Manager I; coordinates travel arrangements and pay check distribution for unit staff. Prepares AWARE for Team Manager review.

Rev: 04/28/2026

MARGINAL JOB FUNCTIONS:

5% Provides back up coverage to VR team members are required.
Serves as Imprest Cash Custodian.

Travel: Up to 5% travel may be required to attend forums, conferences or trainings or meetings.

All Times: Communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness.

Work Environment and Physical Requirements

The majority of the work will take place in one of the following locations with consumers, the public, colleagues, and other stakeholders: a DOR open office setting in a cubicle environment, offsite in the community, at events and various partner locations, and/or at an approved alternate work location. The incumbent must have the ability to work in an office setting for up to 40 hours per week and remain at a workstation for extended periods while utilizing a personal computer, peripherals, and other office equipment with or without accommodation. The incumbent will be working in an office setting with both natural and artificial lighting. Strong interpersonal skills are required to interact effectively with consumers, the public, colleagues, and other stakeholders.

Note: It is the policy of the Department of Rehabilitation to provide equal employment opportunity to qualified individuals with disabilities through

Rev: 04/28/2026

compliance with FEHA and ADA (where it would result in broader protection of the civil rights of an applicant or employee with a disability).

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and in a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations.

(Employee's Name)

Date

(Supervisor's Name and Title)

Date

Original: Employee's Official Personnel File
Copies: Employee and Supervisor's drop file