

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Office Technician (Typing)		DWR POSITION NUMBER 0701-1139-002	SAP POSITION NUMBER 50003051	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DHR/HR Support Services	
COLLECTIVE BARGAINING IDENTIFIER				
<input type="checkbox"/> Management Related BU:	<input type="checkbox"/> Supervisory Related BU:	<input type="checkbox"/> Confidential Related BU:	Rank and File BU: R04	
RESPONSIBILITIES EXERCISED <input type="checkbox"/> Supervisory <input type="checkbox"/> Lead Person		IMMEDIATE SUPERVISOR (Print) Gina Gustafson	SUPERVISOR'S CLASSIFICATION Administrative Officer I, RA	
APPROVED BY (Personnel Analyst's Name) Nicholas Miskovich			DATE 5/27/2026	
<i>Percent of Time</i>	<i>Activity</i>			
25%	<p>POSITION SUMMARY Under the general supervision of the Administrative Officer I, Resources Agency (RA), or lead, the incumbent provides coverage as a front office receptionist, Time Recorder, Requisitioner and provides clerical support to the organizations within the Division of Human Resources (DHR).</p> <p>ESSENTIAL FUNCTIONS This position requires that the incumbent work cooperatively with others both in person and on the telephone, follow verbal and written directions, ensure confidentiality of assigned work, and maintain regular, consistent and predictable attendance. The incumbent must exercise good judgment in providing information regarding sensitive, technical, personnel-related issues and projects, work independently, use initiative in making decisions and meeting deadlines, and ensure all assigned tasks are completed in a timely and accurate manner in accordance with office policies and procedures. The specific essential functions are, but are not limited to, the following:</p> <p>As a DHR front office receptionist, greet and assist the public and Department employees, screen visitors and incoming telephone calls, and utilize SAP to refer to the appropriate staff person. Answer basic questions from employees and the general public on employment opportunities, staff benefits, and other HR Related topics. Check in examination and/or hiring interview candidates, verify candidate identification, and assist in proctoring hiring interview and/or examinations. Refer to the desk procedures and keep updated as needed. Ensure the most current forms are available for distribution to the public and employees. Maintain various files; date stamp, sort and distribute various mail to appropriate personnel; make photocopies, scan documents, and send faxes; schedule meetings, make travel arrangements, create Service Hub tickets, create delegations in SAP Mobile, make new employee orientation packets, benefit packets, and various mailouts.</p>			
SUPERVISOR'S STATEMENT:		I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
SUPERVISOR'S NAME (Print) Gina Gustafson		SUPERVISOR'S SIGNATURE ➤	DATE	
EMPLOYEE'S STATEMENT:		I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT.		
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤	DATE	

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION	DWR POSITION NUMBER	SAP POSITION NUMBER	MCR
Office Technician (Typing)	0701-1139-002	50003051	1
APPOINTEE	SAP PERSONNEL NO.	DIVISION/SECTION	
Vacant	TBD	DHR/HR Support Services	
<i>Percent of Time</i>	<i>Activity</i>		
20%	<p>Proofread job vacancy postings for accuracy and compliance with departmental policies and procedures. Create links for duty statements and enter job vacancy advertisements for posting in California Department of Human Resources' (CalHR) Examination and Certification Online System (ECOS) and other employment opportunity webpages. Update Job Control log on a flow basis. Organize and file applications for all job vacancies advertised by the Department. Ensure confidential information is redacted from applications, as required. Review postmarks to ensure applications are postmarked by the final filing date. Prepare and scan hard copy applications into ECOS and update Job Control as needed. Assist the certification desk to ensure hiring application packages are distributed timely. Prepare departmental Examination Bulletins and Personnel-related announcements and post to Department's "Blue" web page and distribute as required. Distribute examination bulletins and/or riders via email. Proofread bulletins and other announcements for accuracy and compliance with departmental policies and procedures. Assist the examination analysts with preparing and copying examination materials and other routine clerical work.</p>		
15%	<p>Type, format, and finalize various routine correspondence such as memos, letters, and notices, (e.g., Affordable Care Act notices, retirement elections, medical letters) and other materials as required, in compliance with Department and office standards. Ensure all correspondence is clear, concise, and complete. Initiate routine correspondence when required. Proofread and check reports and other written material for conformance to Department and office standards including format, signatures, enclosures, grammar and routing, and arrange for duplication and distribution within established deadlines.</p>		
10%	<p>Serve as Time Recorder for the Division of Human Resources. Monitor, track, meet all time entry requirements and deadlines on the Time Recorder calendar. Evaluate monthly time entries in SAP to ensure hours are posted timely and accurately. Enter time entry for DHR employees in SAP as needed. Run various time recording reports using SAP and communicate with all employees regarding their time entries. Assists with time entry for other programs such as Division of Business Services as needed.</p>		
10%	<p>Serves as Training Coordinator for DHR staff. Ensures that all Training Plan and registration processes are properly completed and approved. Assists DHR staff with questions about the Department's Learning Management System. Informs DHR staff when they are registered for external training events and is responsible for the registration, billing, and invoicing for external training events, which can include in-person or online courses. Additionally, enrolls and invoices for non-training events such as conferences and seminars. Gathers, summarizes, and submits Individual Training Plans and projected training expenses to Learning and Development Services as part of the annual Appraisal and Development process. Provides important training-related information to DHR staff and submits service tickets for DHR staff for training-related requests and services.</p>		
5%	<p>Monitor the various DHR mailboxes such as HRO Docs and HRO Customer Service on a flow basis. Take the necessary action such as print, respond or refer to appropriate personnel. Update, track,</p>		

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Office Technician (Typing)		DWR POSITION NUMBER 0701-1139-002	SAP POSITION NUMBER 50003051	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO. TBD	DIVISION/SECTION DHR/HR Support Services	
<i>Percent of Time</i>	<i>Activity</i>			
5% (cont)	<p>and monitor the completion of various Human Resources spreadsheets and reports including Probation reports, Merit Salary Adjustment reports, Affordable Care Act reports, and other Human Resources-related spreadsheets and reports. Inform managers of non-compliance and provide updated reports when requested. Ensure State Controller's Office (SCO) documents are returned and filed after payroll staff processes in SCO. Follow up with staff and keep management informed of progress of SCO documents</p>			
5%	<p>Assist Recruitment and Workforce Planning section by creating weekly lists of vacancies and distribute lists via email to various employment agencies and organizations. Post all entry level vacancies to Handshake on a weekly basis. Use Bitly to create short links for vacancies being posted on Handshake. Check previous job postings and send out standard emails to applicants that submitted their applications on Handshake. Prepare weekly job and exam/assessment alert emails. Incumbent might be required to respond to recruitment inquiries. Follow desk manual to collect billing information from participating divisions, create Cash-In-Advance (CIA), submit CIA requests along with required documents to the Division of Fiscal Services (DFS), collect approved CIAs from DFS, mail CIA to organizers, and confirm receipt of payment.</p>			
5%	<p>Serve as Requisitioner for DHR. Order and maintain supplies for the DHR Office either thru the DWR Warehouse or outside vendors. Enter requisitions in SAP and process appropriate purchasing documents for the procurement of supplies.</p>			
5%	<p>Train and review new and lower-level staff's work. Act as back-up to other clerical staff in DHR as needed.</p>			
	<p>SPECIAL REQUIREMENTS</p> <p>This position requires the ability to exercise good judgment and the capability to communicate effectively. Incumbent must maintain confidentiality regarding all DHR information and activities. Must be able to work cooperatively with others, deal effectively with the public, and accept changes in priorities as assigned. Incumbent must have the ability to utilize word-processing and spreadsheet software. Possess excellent attention to detail, be knowledgeable in the use of modern office equipment and electronic file storage methods. Overtime may be required.</p> <p>All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.</p> <p>The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position.</p>			