

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Office Technician - Area Office		
PROGRAM NAME Division of Occupational Safety and Health			UNIT NAME Consultation Services Branch	
ASSIGNED SPECIFIC LOCATION Sacramento				POSITION NUMBER 400- 472-1139-XXX
BARGAINING UNIT R04	WORK WEEK GROUP WW2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Area Manager, the Office Technician (Typing) will perform a variety of administrative functions for the Consultation Area Office, with the Division of Occupational Safety and Health. The Office Technician is responsible for adhering to the laws, rules, policies and procedures pertaining to civil service employees in general, and specifically to employees of Division of Occupational Safety & Health (DOSH). The incumbent will work professionally and cooperatively with the Area Office team, the public, DOSH management and employees of DIR/DOSH. In addition, because this position interacts with a wide variety of people and is responsible for viewing, maintaining and communicating with sensitive and confidential information, it is critical that the incumbent maintains professionalism at all times, conducting themselves as representatives of the Area Office. The incumbent will be held responsible for maintaining confidentiality. The incumbent will be responsible for the following duties and a high degree of accuracy:

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>
40%	Case file and report processing: Receives, stamps, sorts, logs and enters (scan and attach) draft correspondences and performs data entry of information. Performs continuous data entry by reviewing and entering detailed information on all DOSH Consultation requests, onsite visit reports and case files. Copies consultation case files as needed. Utilizes computer software and current office methods to prepare form letters, notices, correspondences and other written documents for the Area Manager. Prepares, processes and mails, reports and letters as described in Consultation Policy & Procedures D-34 or D-36 at the direction of the Area Manager. Assist the Area Manager in running reports to determine case file status. Create case file relevant reports as well other administrative reports by utilizing computer database and software and sends the reports electronically to the employer and appropriate personnel. Assembles materials for meetings, presentations, distribution, or reference by using computer software. Materials include, but are not limited to, case files, procedure manuals, and training handouts. Proofreads,

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	types, and formats other written documents upon request of the Area Manager and ensures accuracy and completeness.
	Oral Communication:
20%	Handle requests for action and information from Headquarters, Consultation Regional Offices, Consultation Area Offices, and the general public over the phone or at the front desk, and when necessary refer inquiry to the technical staff for further assistance. Answers the telephone, and provides information to callers, takes messages, schedules appointments, transfer calls, and greets visitors.
	Mail and Office Supplies:
20%	Processes incoming and outgoing mail. Ensures daily incoming mail is sorted and delivered to appropriate staff or units within the organization and outgoing mail is processed daily. Files all incoming correspondence and other documents in appropriate location. Sorts, copies, scans, organizes, and prepares records for staff. Conducts office supplies inventory and processes supply orders on a routine basis in order to maintain adequate office supplies (i.e., general office supplies, paper, and toner) and equipment in accordance with Division protocols. Operates a variety of office machines and equipment to complete assigned duties. Coordinates vendor services and repairs on various office equipment when necessary.
10%	Records Management:
	Ensures records are maintained in proper order, with appropriate labeling, and in approved storage locations. Archives employers closed case files. Purges files when needed. Keeps confidential information in secure locations within the storage spaces.
5%	Attendance Reporting Officer back up.
Percentage of Time Spent	Marginal Job Functions
5%	Perform other related duties as required to fulfill DIR-DOSH Consultation Services Branch mission, goals, and objectives.

Conduct, Attendance, and Performance Expectations

The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures. The incumbent is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. The incumbent regularly requires detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of

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detailed regulations, policies and procedures.

Supervision Received

Under the general direction of the Area Manager

Supervision Exercised

None

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

Work Environment

The incumbent works in an air conditioned office building with natural and artificial lighting and temperature control. In addition, the incumbent works in a cubicle in close proximity to others in a typical office setting. Typical work requires use of the computer and telephone for extended periods of time and interaction with co-workers.

Special Requirements/Other Information

This position requires the incumbent to perform sustained typing of at least 40 words per minute.

Typing Certificate – 40 WPM typing certificate issued within the last four (4) years and certified from a five (5) minute typing test.

<https://www.calcareers.ca.gov/CalHRPublic/GeneralInfo/TypingCertification.aspx>

Physical Abilities

Ability to use office equipment such as computers, multi-function printers, and telephones. Ability to organize and move files up to 25 lbs.

Additional Requirements/Expectations

May be required to occasionally travel for work or training.

Personal Contacts

The incumbent will have contact with the public, employers, employees, other government agencies, stakeholders, and DOSH and DIR staff.

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 Diversity and Inclusion Office.



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Employee Name

Employee Signature

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

Date

HUMAN RESOURCES OFFICE APPROVAL

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C&P Analyst Initials

6/3/2026

Approval Date