



## Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Enforcement	Office Technician (Typing)	326-205-1139-017
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Contact and Support Services		R04
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
	Sacramento	
POSITION DESCRIPTION		
<p>Under the direction of the Contact Center Manager, (Staff Services Manager I Supervisory), the incumbent serves as the initial point of contact for the Department using the Department’s Contact Center software and if applicable, at the district office. The incumbent screens inquiries and assists the general public, submits requests using the Department’s case management system and provides sensitive and detailed program information to complainants, respondents, attorneys, the general public, and other interested parties on civil rights pursuant to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, and the Disabled Persons Act.</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.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
<b>35%</b>	Responds to a high volume of routine calls and callbacks from the public by providing information about departmental services as they relate to the caller’s civil rights in English. Gathers information from the public and makes appropriate referrals to other agencies. Provides general information to the public including the status of requests, using a telephone, headset, computer (monitor and keyboard), and mouse to access the case management system and the Contact Center software.	
<b>35%</b>	Submits requests for the public using the case management system, including requests for public records and complaints. Enters data provided by public callers into prescribed fields while concurrently interacting with the public using a telephone, headset, computer (monitor and keyboard), and mouse to access the case management system and the Contact Center software.	
<b>10%</b>	Mails complaint forms and other department information as requested from the public or staff. Processes incoming mail by opening, sorting and routing documents, including returned mail. Processes outgoing mail using a printer, copy machine, computer (monitor and keyboard), and mouse, and if applicable, delivers to the nearest post office.	
<b>10%</b>	Assists with other data entry reconciliation projects and other duties assigned.	
<b>10%</b>	Provides clerical support and receptionist duties to designated district office.	



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### TYPICAL WORKING CONDITIONS:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires daily use of a personal computer and related software applications at a workstation.
- Work under artificial lighting only.
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day.
- Requires ability to effectively handle stress.

### DESIRABLE QUALIFICATIONS:

- Excellent oral communication skills: Active listener, able to give full attention to callers and to convey information clearly and effectively.
- Sensitive to people, empathetic, patient, polite and respectful.
- Dependable, reliable and responsible, good attendance.
- Able to maintain composure and diffuse disgruntled complainants.
- Ability to type at a speed of not less than 40 words per minute from ordinary manuscript, printed or typewritten material.
- Ability to take written and oral instruction.
- Ability to manage multiple incoming calls.
- Committed to providing exceptional customer service, including giving accurate and detailed department processing steps.
- Excellent knowledge of clerical procedures, including scanning, photocopying, and processing mail.
- Ability to handle difficult situations and persons tactfully.
- Ability to operate a computer and display proficiency with relevant software applications, including virtual contact center software, Microsoft Outlook, Word, and Excel, and CRD's case management system.

### TELEWORK DESIGNATION:

This position is designated as telework eligible-hybrid.

### SPECIAL REQUIREMENTS:

Adheres to the laws, rules, policies and procedures as outlined in the Department's directives, all previous memos that are still operative regarding the Contact Center, and any other directions given by the Contact Center Manager (Staff Services Manager I), and/or deputy directors.

Failure to process the work quickly and accurately could result in the public's rights under the FEHA being harmed. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons. Failure to make proper decisions regarding persons wanting to file a discrimination complaint could result in a person not being able to file such a complaint and being disenfranchised.



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The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

### SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN 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 (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

### EMPLOYEE STATEMENT:

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE