

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Napa Area		DIVISION Golden Gate Division		
CIVIL SERVICE CLASSIFICATION TITLE Office Services Supervisor I (Typing)		BARGAINING UNIT S04	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-325-1148-001		CURRENT DATE 02/26/2026		
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY		
		APPROVED BY		DATE

FUNCTION OF POSITION
Under the general supervision of the Area Commander, the Office Services Supervisor I (Typing) is responsible for supervision, coordinating assignment of tasks, hiring, counseling, and cross training the Office Assistants (Typing). Preparing, reviewing, and processing monthly, quarterly, and annual reports for the Napa Area.

SUPERVISION RECEIVED
The Office Services Supervisor I (Typing) reports directly to and receives the majority of their assignments from the Area Commander. However, direction and assignments may also come from the Administrative Sergeant.

SUPERVISION EXERCISED
The Office Services Supervisor I (Typing) provides general supervision to three Office Assistants (Typing).

WORKING CONDITIONS
The Office Services Supervisor I (Typing) will oversee also provide back-up and be crossed trained for all other Office Assistant desks.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	<u>Essential Functions</u>
40%	Provide general supervision of clerical personnel. Assign duties and reviews subordinates task for accuracy and completeness. Provides training to clerical staff. Directs, counsels, and motivates subordinates. Over see the work flow and assignment of tasks for all clerical positions. Adjust duties as tasks diminish, grow, or are completely eliminated based on changing policies and technology. Interview clerical applicants and assist in selection of new clerical employees. Complete annual appraisals for Office Assistant (Typing) (OA) positions, including probationary reports. Provide counseling to personnel on issues. Implement cross training of employees to ensure complete coverage of all duties. Maintain office staff work and vacation schedule to ensure office coverage. Conducts clerical meetings. Hire personnel, complete CHP 127, Request for Position Action, conduct interviews, background checks and select best qualified candidates. Complete CHP 128, Request for Personnel Action, and ensure all required supporting documents are completed for the type of hire. Ensure Equal Employment Opportunity (EEO) guidelines are met. Oversee training program and new employee orientation for a smooth transition to the California Highway Patrol (CHP). Coordinate, organize and over see senior volunteer personnel assigned to the professional staff.
30%	Prepare and route sensitive and confidential nature correspondence for the Area Commander. Answer and route Management calls. Prepare, review, and process monthly, quarterly, and annual reports to meet internal and external deadlines. Attend managerial and supervision meetings, and assist management with requests for data collection and consolidation for special projects, including but not limited too; matrix reports, and area stats. Maintains Occupational Safety and Health Administration (OSHA) log, limited and off duty logs, vehicle accident log, non-uniformed overtime log, transfer log, and cashier's log. Oversee the management of Area files according to retention schedules to include general files, confidential files, and personnel records.
10%	Back up to three OA positions, and ensure coverage of duties. Assigned as custodian of petty cash funds, review all purchases and reimbursement requests for accuracy and are within departmental policy. Ensure that recorded interrogations and interviews are properly formatted and included with investigations or administrative investigations on confidential cases. Process internal investigations through channels.

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10%	Complete CHP 71s, Attendance Report, for non-uniformed and managers. Complete attendance reporting and submit to Human Resources Section (HRS), Personnel Transaction Unit (PTU). Acts as Health Benefits Insurance Clerk and provides the necessary information and forms relating to health benefits.
5%	Handle complex situations or difficult customers both in person or on the phone. Answer incoming telephone lines and assist customers. When appropriate, transfer callers to other employees or allied offices.
	<u>Non-Essential Functions</u>
5%	Other job-related duties within the scope of the classification.
TOTAL	100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
		02/27/2026

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE