State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Office Technician (Typing)	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Recovery Directorate/Recovery Operations/Recovery Financial Administration Branch/Recovery Financial Processing Division/ Financial Processing Unit III	POSITION NUMBER: 536-1139-001(61997)	CBID: R04
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Office Technician (OT) Typing (T) is under direction of the Supervisor I.

2. SUPERVISION EXERCISED: N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   Daily contact and interact with other analysts, project operations staff, and Program Managers, and serve as a point of contact for local agencies, and recovery staff. Interact with Executives and staff from many branches of Governor's Office of Emergency Services (Cal OES), Federal, State, local agencies and military personnel/officials.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   Failure to effectively perform the duties of the position could result in delayed recovery activities during emergency or disaster recovery, inaccurate correspondence and/or misinformation disseminated to various entities. A high level of confidentiality is required due to the sensitive nature of the work. Errors in documentation may lead to unnecessary delays in reimbursement to the stakeholder community. Ultimately, such mistakes could hinder the ability to assist local governments in responding to and recovering from emergency situations.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability monthly if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the direction of the Supervisor I, OT(T) performs a variety of advanced journey level office and clerical work functions to ensure internal support during steady state time and disaster activation operations within the Recovery Directorate. The incumbent completes tasks related to the provision of federal and state disaster assistance grant programs including, but not limited to: Public Assistance (PA) Disaster Grant, California Disaster Assistance Act (CDAA), Fire Management Assistance Grant (FMAG), Hazard Mitigation Grant Program (HMGP), Hazardous Materials Emergency Preparedness grant (HMEP), Pre-Disaster Mitigation program (PDM), Flood Mitigation Assistance (FMA), and other grant programs. Together with general administrative, clerical, and technical assistance tasks, the OT (T) duties also include the ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	Program Analysis, Administrative Support, and Reporting Provide a variety of complex clerical duties, such as document preparation, answer and direct incoming inquiries, and provide assistance to the public. Maintain various kinds of records such as the VAYGo Smartsheet tracker. Review incoming projects for errors, make corrections as needed, and bring any errors to the attention of the corresponding analysts and supervisor. Respond to incoming email in the VAYGo inbox by reviewing, prioritizing, and addressing correspondence in a timely and professional manner. Ensure all relevant communications are appropriately filed according to established records management procedures to maintain organized and accessible documentation. Develop weekly report(s) for supervisor, as needed. Provide administrative support to the Branch management team. Coordinate and type responses assigned by management, along with a wide variety of materials including correspondence, memoranda, letters, and reports. Assist management with special requests such as compiling and reviewing data. Develop reports on different sets of data pertinent to the program.
30%	Research and Planning Responsibilities include gathering, reviewing, and analyzing data from various sources to identify trends, support project development, and inform strategic planning efforts. Assist in preparing reports, summaries, and presentations that communicate findings clearly and effectively. Collaborate with internal teams to collect input, verify information, and ensure

	alignment with organizational goals. Provide support to team members' projects and research.
20%	Communication Type emails, forms, documents, standard operating procedures, memorandums, and advanced level correspondence produced by Recovery staff. Responsible for opening and reviewing all incoming correspondence pertaining to the federal and state disaster recovery assistance programs. Has knowledge and application of detailed regulations, policies, and procedures. Correspondence includes, but not limited to incoming mail, final inspection reports, appeals, technical reports, and any other documents that need to be processed by the assigned unit staff. Create tracking sheets, assign, and distribute correspondence to appropriate staff based on current area assignments. Type politically sensitive letters to subrecipients using mail merge functions and templates, make copies, scan, mail, and file completed and signed correspondence and reports. Responsible for re-assigning and re-distributing correspondence to appropriate staff when needed. Must use good judgment and communicate effectively while performing telephone coverage, reception, and message taking for the Recovery Directorate.
10%	Technical Assistance and Training Assist with the process for hiring of new team members and onboarding process for new hires.. Provide training for new staff on data management system(s) and office procedures, as appropriate. Review and ensure the unit's documentation is Americans with Disabilities Act compliant. May attend trainings and exercises to prepare for programs and/or disasters. Assist other staff with photocopying information packets, preparing folders for applicant briefings, and mass mailings. Assist with special projects that require photocopying and/or data entry.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☐	☐	☒
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☒	☐	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☒	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☒	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
FINGERING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: Answering phones.	☐	☐	☐	☐	☒
CARRYING: Distributing mail; reports; stocking supplies.	☐	☐	☐	☐	☒
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☒	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I 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 the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title