

**DEPARTMENT OF JUSTICE  
DIVISION OF ADMINISTRATIVE SERVICES  
LEGAL SUPPORT OPERATIONS  
LEGAL SUPPORT SERVICES  
DUTY STATEMENT  
SAN FRANCISCO**

**NAME:**

**JOB TITLE:** Office Technician (Typing), Flexible Administrative Support Team

**POSITION NUMBER:** 420-033-1139-xxx

**WORKING TITLE:** Reception

**STATEMENT OF DUTIES:** The Office Technician on the Flexible Administrative Support Team performs a variety of clerical and administrative duties that support the business service functions necessary to ensure the smooth running of the legal office. Duties require independence of action, initiative, analysis, knowledge of departmental policies and a thorough knowledge of complex office/administrative practices. The technician must be able to effectively and efficiently carry out assigned tasks independently or with minimal supervision, exercise good judgment, have strong communication skills, work in a team environment, work well under pressure and meet short deadlines.

**SUPERVISION RECEIVED:** Under the general direction of the Office Administrator and the immediate supervision of a Business Services Officer II-Supervisor or a Legal Support Supervisor.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Employee may be required to perform tasks that require driving, bending/stooping, carrying/lifting up to 25 pounds, climbing, kneeling, reaching/twisting, manual dexterity (grasping/keyboarding), pushing/pulling, prolonged standing/sitting, frequent walking. Employee is expected to use natural or assisted hearing and vision and be able to speak in a clear and professional manner in English to the public, clients and co-workers either in person or over the telephone.

**WORKING CONDITIONS:** Employee works at a desk or in a cubicle in a workspace that may or may not have a window. More than one person may be assigned to the same workspace. The office occupies four upper floors in a high-rise building, as well as space on the ground floor and in the basement. Floors are covered in carpet or vinyl/tile. The building is a smoke-free environment.

**ESSENTIAL FUNCTIONS:**

**35% Business Services Support: Financial Administration:**

Process/Coordinate Revolving Fund checks, Collection Advice, Payroll and Travel Claim checks, General Services Charge Cards, Petty Cash account and Transit Pass purchasing

in accordance with Accounting and State Administrative Manual procedures; maintain transaction logs, reconcile cash balances, conduct audits and prepare management reports as required.

**35% Personnel Administration:**

Independently and in conjunction with Personnel Department, prepare explanations for legal and administrative staff about benefits, payroll, time-off policies, etc, requiring knowledge of personnel policies and procedures and Department of Personnel Administration rules and regulations. Assist Legal Support Services with separation paperwork for legal and non-legal staff.

**Office Administrator Support:**

Provide support to the Legal Office Administrator. Independently make travel arrangements, prepares travel itineraries, travel expense claims, conference authorization forms and other travel-related forms. Maintain the Office Administrator's calendar and tickler files, schedule appointments, meetings and conference calls, independently develop and maintain a follow-up system to ensure deadlines are met.

**15% Public Inquiry and Reception:**

Maintain the single main public information, referral, and reception desk that services the entire office, using a high degree of independent decision making, sound judgment, diplomacy, tact and professional communication skills. Answer incoming phone calls, provide information on State government agency services and programs, direct callers to appropriate staff, take detailed, accurate messages or take other action as may be appropriate. Handle inquiries from the public via phone and in person about DOJ and government services and direct them to the appropriate resources within DOJ or at other agencies. Greet visitors and ensure that their access to secured areas is in accordance with security policies and procedures.

Receive Service of Process (legal pleadings served on the DOJ) and route court documents to appropriate staff. Coordinate messenger service for pleadings being filed by DOJ; ensure messenger request forms are complete and accurate; follow up with messenger services and resolve problems of delivery or return receipt. Requires knowledge of legal processes and attention to court deadlines as consequences can result in default judgments against the State.

Provide backup support for video conferencing, requiring knowledge of video conferencing equipment technical requirements, specifications and functionality.

**MARGINAL FUNCTIONS:**

**15%** Assist with special reports, events and projects; perform other business service/legal support functions as departmental needs require.

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*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

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Employee's Signature

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Supervisor's Signature