

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (OT)

POSITION NUMBER:

800-471-1139-XXX

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Housing and Homelessness Division

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Data, Integration, and Operations Branch

SUPERVISOR'S NAME:

Kelly Sanchez

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- Designated under Conflict of Interest Code.
 Duties require participation in the DMV Pull Notice Program.
 Requires repetitive movement of heavy objects.
 Performs other duties requiring high physical demand. (Explain below)
- None
 Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- None Supervisor Lead Person | Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Housing and Homelessness Division is currently a hybrid workplace. The vision of the California Department of Social Services, Housing and Homelessness Division is to empower communities to end homelessness and promote housing stability for all Californians. The Division currently oversees seven Housing and Homelessness programs serving children and families, older adults, and adults with disabilities. Our mission is to work with stakeholders to:

- Integrate social services with housing support services
- Share best practices and creative solutions
- Increase access to benefits and client-centered services
- Ensure any instance of homelessness is rare, brief, and non-recurring.

CONCEPT OF POSITION:

Under the direction of the Operations and Development Unit (ODU) manager, the Office Technician (OT) of the Data, Integration, and Operations (DIO) Branch performs a variety of different and independent tasks designed to support ODU as well as the Branch Chief in execution of routine work. The OT will also act as the Branch Attendance Coordinator. The OT must exercise good judgment in carrying out responsibilities assigned to this position.

A. RESPONSIBILITIES OF POSITION:

Specific duties include, but are not limited to:

25% Serves as the Branch Attendance Coordinator (AC). Establishes and maintains attendance and personnel-related records for Branch staff. Onboards new employees into the Branch, processes employee separations, sends time reporting reminders, tracks timesheet submissions, distributes and monitors performance evaluation reminders and Merit Salary Adjustments (MSAs) for management review.

20% Maintains Branch and Bureau Manager calendars by arranging, updating, and when necessary, canceling meetings, conferences, check-ins, trainings, and other scheduled events. Notifies participants, develops agendas, and makes necessary scheduling adjustments.

15% Provides administrative support for Branch office operations. Reviews and distributes physical mail, maintains office supplies and equipment, coordinates shipment of equipment and paychecks to remote staff, and performs other related office support functions.

10% Makes travel arrangements; prepares requests for out-of-state travel, travel advances, and travel expense claims; and establishes and maintains travel files containing all pertinent documentation required by Branch and Bureau Managers.

10% Reviews letters, memoranda, reports, and other written materials for consistency with departmental policies and procedures, as well as for format, grammatical accuracy, and clerical correctness. Ensures materials routed to higher levels are complete and contain appropriate approvals.

10% Establishes and maintains administrative processes and procedures to ensure the effective and efficient operation of Branch support activities.

5% Provides administrative support to Branch staff and responds to routine inquiries regarding Branch operations and procedures.

5% Performs other duties as required.

B. SUPERVISION RECEIVED:

The OT is directly supervised by the ODU Manager overseeing operational responsibilities for the Branch, however, may receive assignments and direction from the Branch Chief and from other managers in the Branch.

C. ADMINISTRATIVE RESPONSIBILITY:

Meets regularly with division and bureau clerical staff to share information on administrative processes and to resolve problems with clerical activities. The incumbent is the initial representative of the Branch to all persons who contact the Branch for assistance and information, and must be able to respond appropriately and in a timely fashion.

D. PERSONAL CONTACTS:

The OT has contact with all levels of staff within and outside the Department. In addition, representatives from local and federal governments, other state agencies, the legislature, and the general public frequently contact the Branch Chief's OT.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in responding to written and personal inquiries, conveying inaccurate or confidential information, or missing critical deadlines can directly impact the Branch's success and affect the Department as a whole.

F. OTHER INFORMATION:

Due to the complex and critical programs that the Branch is responsible for, good attendance is expected. At times, overtime may be required to meet deadlines.