

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

RPA #	EFFECTIVE DATE:
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EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial)
DIVISION/UNIT Division of Licensure Enforcement	CLASS TITLE Office Technician (Typing)

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, customers, and members of the public to enable the CTC to provide the highest level of service possible. Creativity, flexibility, and continuous improvement are encouraged. A commitment to fairness, respect, professionalism, and confidentiality is essential to the success of the CTC's mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Office Technician (OT) serves as an entry-level administrative and program support position within the Division of Licensure Enforcement (DLE), Intake Unit. Under the general supervision of the Supervisor I, the incumbent provides clerical, records management, and operational support for intake and case processing activities. The position also supports analytical staff by assisting with document preparation, data tracking, and unit projects, allowing for developmental growth and exposure to analytical functions while performing primarily clerical duties.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
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30%	<p><u>Essential Functions:</u></p> <p>Case Intake & Administrative Processing</p> <ul style="list-style-type: none"> • Receives, reviews, logs, scans, and routes incoming correspondence, applications, and case-related materials in accordance with established procedures. • Establishes, maintains, and updates electronic and physical case files to ensure accurate recordkeeping. • Requests missing or incomplete documentation using standardized templates and tracks responses. • Processes case rejections when required documentation is not received within established timelines. • Combines archived case materials from the State Records Center (SRC) as directed.
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20%	Program & Analytical Support (Developmental) <ul style="list-style-type: none">Assists analytical staff by compiling case information, organizing documents, and preparing draft summaries using established formats and guidelines.Tracks case status, workload metrics, and processing timelines in databases and spreadsheets.Identifies discrepancies or missing information and escalates issues to appropriate analytical or supervisory staff.Participates in unit projects, pilot initiatives, and continuous improvement efforts in support of division operations.
15%	Committee & Calendar Support <ul style="list-style-type: none">Supports the preparation of Consent Calendar and Discuss case materials as directed by analytical or management staff.Types, processes, and distributes post-Committee correspondence, including grant and closure letters.Updates case management systems following Committee actions in accordance with established procedures.
15%	Records, Data & Workflow Coordination <ul style="list-style-type: none">Maintains accurate and up-to-date records in case management and tracking systems.Creates and routes Potential Mandatory folders as directed and in accordance with intake priorities.Processes DMV and other external records and forwards materials to designated staff for further review.Assists with record archiving, retrieval, and SRC coordination activities.
10%	Communication & Customer Service <ul style="list-style-type: none">Communicates with respondents, attorneys, school districts, and law enforcement agencies via telephone, email, and written correspondence to obtain required documentation.Provides procedural information and general status updates consistent with established guidelines.Refers complex, sensitive, or analytical inquiries to appropriate staff.
5%	Meetings & Special Assignments <ul style="list-style-type: none">Attends meetings and records notes or minutes as directed.Assists with meeting logistics and administrative coordination.Supports special projects and assignments as needed to balance workload and meet operational demands.

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5%	<p>MARGINAL FUNCTIONS</p> <p>Special Projects & Assignments</p> <ul style="list-style-type: none">• Performs other duties as assigned, including temporary support in other functional areas to cover absences or manage peak workloads. <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of:</p> <ol style="list-style-type: none">1. General office and clerical procedures2. Recordkeeping and file management practices3. Basic computer applications and databases4. Established departmental policies and procedures <p>Ability to:</p> <ol style="list-style-type: none">1. Accurately compile, organize, and maintain records and data2. Follow written procedures and instructions3. Communicate clearly and professionally, both orally and in writing4. Maintain confidentiality and exercise sound judgment5. Work cooperatively in a fast-paced, team-oriented environment <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none">• Integrity – Demonstrates consistent adherence to ethical standards and confidentiality• Teamwork – Works collaboratively and values the contributions of others• Reliability – Maintains dependable attendance and work habits• Problem Solving – Identifies issues and seeks practical solutions within established guidelines• Customer Service – Demonstrates professionalism and responsiveness <p>INTERPERSONAL SKILLS</p> <p>Ability to communicate courteously and professionally with internal staff and external stakeholders in a fast-paced environment.</p>
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WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Prolonged sitting; frequent use of computers and telephones
- Regular contact with staff and some public contact
- May require overtime based on operational needs
- Requires fingerprint clearance

Physical Ability:

Must possess sufficient strength, agility, endurance, and sensory ability to perform duties with or without reasonable accommodation.

Mental Ability:

Ability to read and follow written and oral instructions, manage multiple assignments, and adapt to changing priorities. Some requirements may be accommodated for otherwise qualified individuals who request accommodation.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES:

The incumbent is responsible for maintaining the accuracy and confidentiality of sensitive records. Failure to follow established procedures or exercise appropriate judgment could result in errors, delays, or unauthorized disclosure of confidential information, potentially impacting the Commission’s mission and public trust.

MANAGER/SUPERVISOR’S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

MANAGER/SUPERVISOR’S NAME (Print)	MANAGER/SUPERVISOR’S SIGNATURE:	DATE:
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EMPLOYEE’S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement 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. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE’S NAME (Print)	EMPLOYEE’S SIGNATURE	DATE
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