

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30760	DGS DIVISION / OFFICE or CLIENT AGENCY Division of the State Architect	
UNIT NAME Project Services Unit	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 1102 Q Street, Suite 5200, Sacramento, CA. 95811	
CIVIL SERVICE CLASSIFICATION Program Technician II	POSITION NUMBER 718-255-9928-007	CBID R04
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input checked="" type="checkbox"/> 6 Months <input type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday through Friday / 40 hours per week	TENURE Permanent	
WORKING TITLE Certification Technician	TIMEBASE Full Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general supervision of the Supervising Architect, the position is responsible for reviewing, verifying, maintaining, and processing construction project files for certification using DSA project certification procedures and following the Division of State Architect (DSA) Project Submittal guidelines and the California Code of Regulations (CCR), Title 24 guidelines.

Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

SPECIAL REQUIREMENTS Medical Clearance Background Clearance Typing DMV Pull Notice Drug Testing
 Vehicle Home Storage Permit Driver's License and Class (specify below in Description) Certificate (specify below in Description)
 Professional License (specify below in Description) Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Maintains project files by verifying and entering information into eTracker database, files project-related documents, responding to client inquiries, utilizing eTracker database, DSA Box, Navigator, Certification database, Reference Manual, telephone, fax, U.S. Mail, and personal computer in order to update project files and comply with requirements for Project Certification to ensure accuracy and accordance with DSA procedures.
25%	Reviews project files by verifying receipt of all required documentation and gaining authorization from the District Structural Engineer in order to fully carry out closing out projects with or without certification by utilizing the Documents Required List for Project Certification to ensure project

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PERCENTAGE	DESCRIPTION
	completion in accordance with DSA policies.
15%	Reconciles project closures by reviewing electronic and paper files and resolving issues with invoice documents and project fees due from clients by utilizing the project fee calculator and the certification database in order to issue accurate invoices for services performed by DSA to ensure excellent customer service, timely payments, project certification in accordance with DSA policies and procedures. After certification, scans relevant documents.
10%	Prepares correspondences to clients and stakeholders by gathering and maintaining information and responding to routine technical and non-technical inquiries in order to provide assistance, certification information documentation are complete and free from clerical errors by utilizing the DGS Correspondence Guide and DSA policies to ensure communications and documentation are complete, accurate and in the correct format.
10%	Provides internal certification information to DSA Programs and/or direction to the public and clients by collaborating with other DSA units and offices, utilizing knowledge of DSA programs, Project Certification guidelines and Title 24 Regulations in order to provide consistent responses to ensure excellent customer service to all stakeholders.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Assists in the coverage of the Front Reception area of the office by answering the telephone, taking messages, greeting and directing visitors, serving as a backup mail room clerk, and redirecting inquiries and mail to the appropriate staff in order to provide constant coverage at the public reception counter to ensure adherence to the Project Service Unit's policies and procedures.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)

Professional office environment.

Daily use of a personal computer and a variety of software applications including Microsoft Office Suite and Adobe Acrobat.

Frequent use of office equipment such as but not limited to copiers, scanners, and phones.

DESIRABLE QUALIFICATIONS

Experience providing customer service to the public.

Ability to effectively communicate and collaborate with others within and outside of the organization.

Experience using a computer and software such as the Microsoft Office Suite, SharePoint, and Adobe Acrobat.

Experience working with databases; searching, entering, maintaining, and tracking data.

Effective organizational skills; being detail oriented, proactive, and efficient.

One year of clerical experience, using standard office equipment.

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You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED

C & P APPROVED BY	DATE SIGNED