



DUTY STATEMENT

Classification Title: Office Technician (Typing)	Division: Regional Office Operations
Working Title: Administrative Support Coordinator	Office/Unit(s): San Bernardino Regional Office
Position Number: 792-112-1139-001	Effective Date:
Incumbent Name:	COI Classification <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Supervisor Name:	Supervision Exercised <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

SUMMARY STATEMENT

Under general supervision of the Manager I, the Office Technician (Typing) is the advanced journey level of the series which regularly performs variety of the most difficult duties of clerical work consistently exercises a high degree of initiative, independence, and originality in performing assigned tasks; uses good judgment and the ability to communicate effectively when responding to numerous inquiries and requests for assistance. Regularly require detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures.

This position will provide clerical support for the Basic State Grant Program and the Quality Assurance Project.

Occasional travel in-region, and rare out-of-region travel is required for this position, using a personal vehicle for official state business; mileage reimbursement will be provided in accordance with state regulations. Must possess and maintain a valid California driver's license and carry adequate vehicle insurance as required by state policy. This position requires occasional work during evenings and/or weekends.

This position is designated bilingual and requires the incumbent to perform essential job functions in Spanish at least 10% of the time. Responsibilities include providing written and/or oral translation between English and Spanish as part of daily duties.

DUTIES AND RESPONSIBILITIES

30%	<p>Administrative Support</p> <ul style="list-style-type: none"> • Serve as the initial point of contact for the public. Responsible for professional customer service, answering phones and emails, directing incoming calls and emails to appropriate personnel and/or to the appropriate agency/entity. Greet and welcome visitors that come to the office. • Manage and update the intake, organization, and tracking of completed NCI Child Family, Adult Family, and Family/Guardian paper surveys to ensure accurate documentation and timely processing.
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	<ul style="list-style-type: none"> • Receive, sort, and distribute postal mail, emails, and incoming faxes. Prepare and send outgoing correspondence and packages. • Complete the agency's technical assistance (TA) intake sheet for all incoming requests, to distribute to the appropriate team members. • Accurately enter NCI survey-related data into the designated online system. • Prepare, review, edit, make accessible, and send a wide variety of documents, including data entry, flyers, letters to legislators, mail merge letters, meeting notices, webpage postings, technical reports, PowerPoint presentations, agendas, testimony, meeting minutes, convert handwritten documents to MS Word or Excel documents, financial reports, travel claims, and attendance records. Ensure material accessibility and Bagley Keene compliance when distributing materials or posting materials. • Provide clerical support to staff for meetings and events by assisting in scheduling, booking, completing related paperwork, and managing registration. Support and assist staff in copying, scanning, printing, and gathering a variety of documents for distribution throughout various community events. Assemble materials, packets of information, and help track activity information for reporting requirements. • Secure offsite meeting or event locations and secure contracted vendor(s) for interpreting and/or translating at SCDD sponsored community events, training, and/or workshops to assist programs and members of the public. • Maintain and update the eblast distribution list in Constant Contact, and SCDD unit webpages. • Compile and aggregate data to prepare accurate and timely monthly reports on State Plan activities, including eblast logs and technical assistance logs, utilizing Qualtrics and other reporting tools.
25%	<p>Operations & Logistics</p> <ul style="list-style-type: none"> • Serve as the Attendance Coordinator (AC) with functions, including but not limited to, being the initial personnel contact for regional office staff, maintaining attendance records, and confidential employee files. Ensure employee timesheets are completed in Employee Service Center (ESC), in accordance with the AC calendar. Receive Leave Accounting Balance (LAB) Reports and relay reports to SCDD Headquarters' AC. Responsible for initiating and processing onboarding documents and ensuring completion of documents within ESC for new hires. • Responsible for maintaining records and files according to the agency's record retention policy, ensuring compliance with laws, rules, and regulations. Prepare and regularly update / refresh the clerical desk manual of duties and responsibilities, to include standard operating procedures and OpsDocs; document any changes in work-related procedures. • Maintain and audit inventory records of all furniture and equipment (tech and non-tech). Process requisitions for new equipment and prepare obsolete items for proper surplus and disposal. Monitor mail meter fund account and all service agreements.

	<p>Arrange and track maintenance for equipment, as needed.</p> <ul style="list-style-type: none"> • Work closely with Manager I, SCDD IT, and SCDD Webmaster to post flyers, meeting packets, current information regarding the agency, email blast/newsletters, and other materials using Constant Contact, social media platforms, SCDD’s webpages, and/or intranet. • Assist with technological set-up, scheduling, monitoring, and troubleshooting for webinars and meetings, using Zoom, MS Teams, Google Meets, and other virtual or hybrid platforms. Arrange and administer virtual, in-person, and hybrid meetings and events, tabulate training surveys/virtual poll results, retrieve and collect YouTube/Zoom data on number of video views and analytics, review Constant Contact data/ analytics for AR reporting.
20%	<p>Purchasing Coordinator</p> <ul style="list-style-type: none"> • Act as the budget liaison for the unit(s). Track agency purchases to ensure compliance with state purchasing requirements and guidelines. Maintain accurate accounting records and reconcile expenditures to approved budget and against invoices and receipts using in-agency reports and the FI\$CAL accounting system. • Process invoices submitted by contracted interviewers, conducting validity checks as needed. Respond promptly to inquiries related to stipends, invoices, and applications, ensuring clear communication and timely follow-up. • Responsible, as the P-Card holder, for ordering inventory such as office supplies, utilizing the P-Card with Non-IT Goods Acquisitions Unit of DSS and FI\$CAL. Process accounts payable and receivable and prepare technical and financial reports. • Process travel bookings. Process travel claims in CalATERS and prepare maintain tracking systems to ensure timely and accurate processing for the RAC members and/or staff. Confer with RAC members and/or staff to determine their service requirements and travel preferences, while following requirements and guidelines.
20%	<p>Meeting & Event Support</p> <ul style="list-style-type: none"> • Schedule, attend, and participate in Regional Advisory Committee (RAC) meetings, community meetings, outreach activities, and events as assigned, in-region (in-person, hybrid, and/or virtually). Provide topic relevant materials and general SCDD outreach materials. • Coordinate schedules for the purpose of scheduling meetings and events via Outlook calendar coordination, emails, eblasts, and other tools; confirm RSVPs; acquire contracted interpreters/ translators; arrange travel as needed; book meeting and event spaces; send notifications and reminders. • Compose RAC packets, flyers, and other materials for distribution in accordance with Bagley Keene open meeting requirements and accessibility standards. • Provide clerical support and technical support for meetings and events, to include note taking, meeting and event housekeeping duties, virtual meeting chat and audience monitoring, developing meeting minutes, documenting follow-up needs, and

	<p>distributing materials to attendees. Maintain records, and post relevant items online, ensuring accessibility and timeliness per Bagley Keene.</p> <ul style="list-style-type: none"> • In meetings, trainings and at events, share information about SCDD related events, workshops, and other relevant activities. Represent SCDD and build awareness of SCDD initiatives and SCDD's authority.
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MARGINAL FUNCTIONS:

5%	<p>The incumbent may be required to perform other duties as assigned, appropriate for the classification, and other related duties to fulfill the SCDD mission, goals, and objectives.</p> <p>Additional duties may include, but not be limited to:</p> <ul style="list-style-type: none"> • Assisting where needed within the agency, which may include special assignments • Complying with general State and SCDD administrative reporting requirements (i.e. completion of time sheets, travel requests, training requests, etc.). • Attending and participating in staff meetings, Regional Advisory Committee (RAC) meetings, training, and exercises.
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CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) with the public, with stakeholders, and with internal team members; develop and maintain knowledge and skill related to specific tasks, programs, technology, methods, materials, tools, and equipment; complete assignments efficiently; perform professionally and with sound judgment, and adhere to departmental policies and procedures regarding attendance, leave, and conduct. The incumbent must maintain a clean, organized, comfortable, and accessible office environment.

The incumbent must interact and collaborate in an appropriate and professional manner with individuals with IDD and/or cross-disabilities, family members, representatives of various federal, state, and local government agencies, private or non-governmental organizations, advisory committee members, and the public. They must follow secure protocol for use and maintenance of confidential and sensitive information, documentation, and work equipment, and must follow the agency's records retention policy.

The incumbent must be knowledgeable about developmental disabilities service system and cross-disability services and must deliver completed work that adapts to different learning styles and needs to support knowledge translation. This includes use of universal design, plain language, disability culture and etiquette, and cultural competency (including race, ethnicity, language, geography, justice involved, SES, age, LGBTQIA+, etc.). Ensure all deliverables and documents electronically shared or viewed are accessible, 508 compliant.

The incumbent must utilize technology tools and applications, including but not limited to Microsoft

Office Suite, Constant Contact, OneNote, SharePoint, ODESA, CalATERS, Outlook, Qualtrics, Team Up Calendar, Zoom, Google Translate, Reverso, and others.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

The incumbent is regularly required sit/stand for meetings/ events; use a computer, and/or tablet, and phone; communicate orally and/or in writing; to travel; to use repetitive hand motions to handle equipment and documents; to maneuver and manage up to 25 pounds in office and in the community. Must have the ability to transport work equipment and materials to various worksites in the region, as assigned.

ACKNOWLEDGEMENTS

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Personnel Analyst.

Employee Printed Name:

Employee Signature:

Date:

I certify this duty statement represents current and accurate description of the essential duties of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:

Supervisor Signature:

Date: