



Classification: Office Technician (Typing)
 Position Number: 880-110-1139-712

DUTY STATEMENT

CURRENT PROPOSED

RPA Number: 25-110-049	Classification Title: Office Technician (Typing)	Position Number: 880-110-1139-712
Incumbent Name: Vacant	Working Title: Office Technician	Effective Date: TBD
Tenure: Permanent	Time Base: Full-Time	CBID: R04
Division/Office: North Coast Regional Water Quality Control Board- Region 1		Section/Unit: Administration Unit
Supervisor's Name: Deidre Wilkerson		Supervisor's Classification: Supervisor I

Human Resources Use Only:	
HR Analyst Approval: Danielle Klemencic	Date: 7/07/2026

General Statement
Under general supervision of a Supervisor I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the Office Technician (Typing) is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Office Technician (Typing) (OT) is responsible for providing timely and professional clerical assistance to the public and staff, by phone, e-mail, mail, and in person. This position requires that the OT work cooperatively with others, maintain regular and consistent attendance, and exercise good judgment. The OT is required to work independently, communicate effectively, manage multiple tasks and become proficient in clerical duties. Daily proficient utilization of office equipment and the Microsoft Office Suite is required.
Essential Functions (Including percentage of time):



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35%	Provide general front office assistance. Open and close the office during business hours, as appropriate. Greet the public and contractors at the front reception counter politely and professionally, direct visitors to the appropriate meeting, staff, and/or assist with their inquiry. Answer the office main phone line. Accept and sign for incoming mail and parcel deliveries. Process incoming mail, including correspondence received via the North Coast Regional Water Board electronic mailbox. Scan, index, and upload incoming mail into the Electronic Content Management System (ECM). Prepare outgoing mail and packages for shipment. Track and maintain adequate stock of mailing supplies. Assist with organizing office supplies. Operate general office equipment including postage meters, printers, scanners, copiers, computers, fax machines, shredders, etc. Troubleshoot and schedule service calls for issues related to the office equipment. Perform monthly equipment checks and copier counts. Assist with in-house meeting preparations including Board Meetings, as needed.
25%	Provide general administrative office support services to all Units. Perform basic data entry to maintain records, including inputting monitoring report data. Serve as the primary Petty Cash Custodian. Scan and email checks and supporting documents received to the Fee Coordinator. Prepare checks for deposit and make the bank deposits. Utilize Microsoft Office software suite, including Outlook, Word, and Excel to finalize documents, and letters for distribution. Utilize Adobe Acrobat to edit and finalize documents, including cubicle maps and organizational charts. Maintain mail list databases and utilize mail merge to generate envelope labels from mail list databases. Utilizing Americans with Disabilities Act (ADA) compliance software, perform the basic level validity checks to ensure documents are ADA compliant prior to dissemination.
15%	Perform tasks related to file retention and file management. Work cooperatively with technical staff to prepare files for retention per the Records Retention Schedule (RRS) including retrieving, sorting, scanning, copying, and filing records. Assist with purging of records per the RRS.
15%	Work cooperatively with technical staff in locating, retrieving, and copying files for Public Records Act (PRA) document review requests. Assist the public, government agencies, and Regional Board staff in coordinating and scheduling file reviews. Monitor public reviews and copying of the files.
Marginal Functions (Including percentage of time):	
5%	Assists with organizing, updating, and maintaining the SharePoint database for the Administration Unit, ensuring content is current.
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	



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The job requires extensive use of a personal computer and the ability to remain stationary at a desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to move 15 pounds, retrieve files and/or documents.

Typical Working Conditions:

The OT works in a cubicle in a climate-controlled office under natural and artificial lighting and in a smoke-free environment. The work schedule is Monday through Friday 8:00 a.m. to 5:00 p.m. Telework is not available for this position.

Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date