

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Office Technician (General)	WORKING TITLE: <i>Office Technician (General), PI</i>
NAME OF INCUMBENT:	POSITION NUMBER: 280-603-1138-xxx
SECTION/UNIT: Document Management Section/ Banking and Scanning Group/Batching Unit	SUPERVISOR'S NAME:
DIVISION: Document Management Division	SUPERVISOR'S CLASSIFICATION: Office Services Supervisor II (General)
BRANCH: Admin	REVISION DATE: 12/13/2021
Duties Based on: <input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time – Fraction _____ <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Click here to enter text.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): <p>Under the general direction of the Office Services Supervisor II (General), the Office Technician (General) performs a variety of advanced journey level duties in the Batching Sub-Unit. The incumbent is responsible for all aspects of preparing paper documents and returns for high speed scanning related to State Disability Insurance Online (SDIO), Paid Family Leave (PFL), Unemployment Insurance (UI) and Tax programs. Using a high degree of initiative, the incumbent is responsible for preparing batches in a timely manner to meet critical deadlines of same day, next day, third day and quarterly processing schedules. The incumbent also acts as a lead person on a rotational basis. When acting as a lead person, the incumbent helps to direct and monitor the workflow including document preparation and sorting and refining of incoming forms. The responsibility of this position requires that the incumbent be able to communicate effectively, work independently, and apply tact and good judgment. The incumbent must keep in mind the processing deadlines for the various work types within the Document Management Section.</p> <p>The incumbent acts as back up for the Remittance Processing Sub-units. Responsibilities include the operation of the OPEX Falcon scanners and specialized software. The incumbent also generates various management information reports, backs up data, and performs other remittance processing related activities. The incumbent is cross-trained to assist in opening mail and batching documents, as business needs require.</p> <p>Because of fluctuating workload levels and strict processing time frames, the incumbent may be required to work overtime or an early or fluctuating work schedule. The incumbent may also be asked to assist in other</p>	

DIMC job functions performing general office work which may include typing or keying data into online forms for data and image export.

The incumbent must have the ability to perform the following duties: move mail trays, boxes, or tubs from mail cages to work areas or to mail opening, scanning, and remittance processing equipment. The incumbent is required to move boxes of material weighing up to 25 pounds.

Percentage of Duties	Essential Functions
30%	Prepare and batch incoming documents for high speed scanning and imaging. Separate by capture classifications of multiple or single page, Data Capture, Smart White Mail, Optical Character Recognition, Key from Image and Key from Paper as required by the data capture and imaging applications. Utilize customized software such as the Batch Header Program, Barcode Generator Freeware and Accounting and Compliance Enterprise System Header Print to create Batch Headers. Ensure the correct assignment of batch types and numbers, and understand the effect of an incorrect batch type on the employer account, claimant account and daily fund allocation, being thoroughly familiar with methods and procedures associated with the remittance process. Maintain inventory based on critical deadlines of same day, next day, third day and quarterly processing requirements.
30%	Coordinate batching activities. Assist in maintaining batch receipts and inventory records, as needed. Prepare the most difficult work items, such as Rush Requests, Branch Coded item and Sub-Batch batches. Process remittance and non-remittance items identified for further research or preparation prior to the deposit and/or scanning process (review and resolve desk). Assist in the review of other staff's work and revise training as necessary.
20%	Act as technical consultant and troubleshooter, investigate and resolve technical problems. Coordinate problems with Information Technology Branch personnel. Keep supervisor informed of any production problems and procedural issues. Work independently as a lead person in the Batching Sub-unit. Answer questions from other staff. Assist in directing the work flow and ensuring priorities are met. Assist in training new employees in incoming mail receipt and preparation, document and check scanning preparation.
15%	Assist staff with processing of other workloads to maintain production. Operate the various mail processing equipment such as Model 51/72. Operate the IBML scanners for scanning non-remittance workload. Enter data into electronic systems by reviewing electronic images or hardcopy mail correspondence and white mail archive correspondence.

Percentage of Duties	Marginal Functions
5%	Other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	

Type of environment:
 High Rise Cubicle Warehouse Outdoors Other:

Interaction with customers:

Civil Service Classification
Office Technician (General)

Position Number
280-603-1138-xxx

<input type="checkbox"/> Required to work in the lobby	<input type="checkbox"/> Required to work at a public counter
<input type="checkbox"/> Required to assist customers on the phone	<input type="checkbox"/> Required to assist customers in person
<input type="checkbox"/> Other:	

5. SUPERVISION

Supervision Exercised:

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: _____ Date: _____

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature: _____ Date: _____

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
<input type="checkbox"/> Exceptional allocation, 625 on file.	hcc	12/30/2021

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:
Click here to enter text.

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file