

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Office Technician (General), Full Time	WORKING TITLE: <i>Office Technician (General), Full Time</i>
NAME OF INCUMBENT:	POSITION NUMBER: 280-603-1138-xxx
SECTION/UNIT: Document Management Section/Banking & Scanning Group/Remittance Processing Unit	SUPERVISOR'S NAME:
DIVISION: Document Management Division	SUPERVISOR'S CLASSIFICATION: Office Services Supervisor II (General)
BRANCH: Administration	REVISION DATE: 12/13/2021
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ 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): Under the general direction of an Office Services Supervisor II (General), the Office Technician (General) OT (G), performs a variety of advanced journey level duties for both remittance and non-remittance mail. Responsibilities include the operation of the OPEX Falcon scanners. The incumbent must have an understanding of the effect of any actions/corrections on downstream processes and the affects on employer and claimant accounts. The incumbent will act as back up for the Batching and Scanning Units. Responsibilities may include the operation of IBML scanners. The incumbent will also generate various management information reports, back up data, and perform other scanning related activities. The incumbent may also be cross-trained in other DMS areas, e.g. to assist in opening mail, batching documents, processing bank adjustments, or backing up the attendance clerks as required. 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 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 be able to move mail trays, boxes, or tubs from mail cages to work areas or to mail opening, scanning and remittance processing equipment. The incumbent will be required to move boxes of material weighing up to 25 pounds.

Percentage of Duties	Essential Functions
40%	Operate OPEX Falcon Scanners: - Utilize various software, including J&B, to perform remittance processing activities and meet the daily deposit deadlines. - Perform deposit preparation activities (i.e. bank prep, logging checks and documents, pulling and resolving rejected items). - Ensure that individual bank deposits and the total deposit are in balance by reviewing automated reports. - Resolve edits by comparing documents and checks; determine how exception transactions should be processed; and accurately process transactions on the Automated Processing remittance tracks. - Troubleshoot, investigate and resolve technical processing problems. When problem cannot be resolved, elevate problem in a timely manner. - Assign correct batch type and understand effect of an incorrect batch type on the employer account and daily deposit process, being thoroughly familiar with methods and procedures associated with the remittance process. - Respond to requests for information from the RCD/bank adjustment specialist, deposit specialist, and other staff or supervisors. - Create and release production and test files to the J & B and iCapture systems. - Act as a lead person, which includes training and coaching other staff on the remittance and non-remittance processing workload and applications. - Communicate production problems and procedural issues to Supervisor.
40%	Operate IBML scanners, batch documents for scanning, and use a personal computer to complete the following tasks: - Utilize various software programs including customized iCapture and iQMonitor to perform scanning and output activities. - Prepare and batch documents for high speed scanning and imaging. - Interpret guidelines to maintain physical batch integrity of documents within a batch and each batch within a specific job by being thoroughly familiar with methods and procedures associated with the non-remittance process. - Identify and resolve exceptions by contacting other organizations such as Collection Division, and researching information on the Accounting and Compliance Enterprise System. - Gain a thorough understanding of the operating instructions, power-up procedures, power down procedures, reset procedures, and the basic structure of the various systems and equipment. - Independently perform manual ID functions for batches that are unable to transfer to the iCapture system; monitor and review the transfer of data to the mainframe computer systems. - Independently produce automated management reports, e.g., machine and monthly statistics.
15%	Act as a back-up for other Document and Information Management Center units as follows: Operate mail opening equipment such as OPEX Model 51/72;

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	- Batch and prepare documents for scanning including preparation of batch header sheets. Includes assigning batch numbers using a personal computer and customized programs. - 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: Click here to enter text.		
Type of environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☐ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:		
5. SUPERVISION		
Supervision Exercised:		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
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		
☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
☐ 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:		

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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