

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Administrative Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 270 - 1138 - 005	
DIVISION/UNIT Facilities Management/Facilities Mail and Imaging Services	CLASS TITLE Office Technician (General)	
INCUMBENT NAME Vacant	WORKING TITLE Office Technician	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the direction of the Supervisor I, the incumbent performs the duties of an Office Technician within Facilities Mail & Imaging Services (FMIS) providing mailroom duties while applying CalSTRS policies and procedures. The incumbent acts as an expert while independently operating the most complex multifunction mail machinery. Responsible for processing member and corporate imaging documents, invoices, and check scanning into the CalSTRS Imaging System.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
	ESSENTIAL FUNCTIONS	
30%	Process large volumes of incoming mail and documents, including opening, sorting, date stamping, reviewing, and preparing documents for imaging. Utilize various mailroom related equipment such as metering machine, letter inserter, envelope openers, and folding machines. Prepare outgoing mail for mass mailings including folding, collating, and stapling forms.	
20%	Create, release and complete batches of documents for the imaging system utilizing scan equipment. Index large volumes imaged documents relating to CalSTRS programs by reviewing images to capture pertinent data for correct routing and processing. Identify unacceptable images and flag documents that require further research through Quality Control review process.	
20%	Retrieve boxes of documents from various business areas upon receipt of e-mail notification that documents are ready for imaging. Scan large volumes of batched documents relating to CalSTRS programs, key-enter pertinent information from batch header sheets into imaging program and analyze all images of batched documents imaged to identify acceptable and unacceptable images. Upon request, return original document(s) by mail to the member/beneficiaries, prepare envelopes and log event tracking entry in pension administration system.	
20%	Support FMIS' lead analyst to process incoming invoices for goods and services and process incoming CalSTRS checks utilizing imaging software.	
5%	Support FMIS and Business Services in processing, receiving and delivery of incoming & outgoing mail (Including UPS & FedEx packages), stock inventory, and delivery shipments. Operate State vehicle and pickup of mail to and from USPS post office.	
	MARGINAL FUNCTIONS	
5%	Assist with CalSTRS special projects and requests. Purging: Assist with the purging of documents that have been successfully scanned, indexed, and released into the corporate file are labeled for confidential destruction.	
Note: Possession of a valid California Driver's License is required		

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork

- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives, and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values
- Maintain the highest degree of confidentiality

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Teleworking independently
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 20 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED