



DUTY STATEMENT

☐	Current
☒	Proposed

Position Classification: Office Technician (Typing)	Working Title: Office Technician (Typing)								
Position Number: 006-176-1139-100	CBID: R04								
Work Week Group: 2	Work Hours: 7:30 AM - 4:00 PM, Monday - Friday								
Command/Directorate/Unit: J1/State Personnel/ Payroll, Benefits and Leave	Physical Work Location: 10601 Bear Hollow Dr., Rancho Cordova, CA 95670								
Supervisor Name: Jessica Atkinson	Supervisor Classification/Rank: Supervisor I								
Current Incumbent: Vacant	Effective Date: TBD								
Position Requirements: <table border="0"><tr><td>☐ Conflict of Interest Filer (Form 700)</td><td>☐ Travel to Multiple Locations</td></tr><tr><td>☐ California Driver's License</td><td>☐ Occasional Travel</td></tr><tr><td>☐ Class A ☐ Class B ☐ Class C</td><td>☒ Other (Specify): <u>Typing Certificate</u></td></tr><tr><td>☐ Class C w/Endorsement: _____</td><td></td></tr></table>		☐ Conflict of Interest Filer (Form 700)	☐ Travel to Multiple Locations	☐ California Driver's License	☐ Occasional Travel	☐ Class A ☐ Class B ☐ Class C	☒ Other (Specify): <u>Typing Certificate</u>	☐ Class C w/Endorsement: _____	
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As an employee of the California Military Department (CMD), you are required to perform the essential functions of the position with or without reasonable accommodation. The incumbent is also expected to work cooperatively with internal staff/external partners and treat others fairly, honestly and with courtesy and respect. In addition to providing the highest level of customer service while meeting the CMD mission.									
Position Identification: Under the supervision of the Supervisor I, the Office Technician provides administrative, technical and program support to the State Personnel (SP) unit. Responsibilities include gathering, organizing, and tracking personnel and payroll data, maintaining electronic and physical records, supporting workflow continuity, and assisting in special projects. The position also provides backup support to the Classification and Pay (C&P) Management Services Technician as needed.									
Essential Functions:									
50%	- Serves the SP receptionist, receives and screens a variety of telephone calls, provides callers with general information related to SP processes or procedures, directs calls accordingly, and routes visitors to appropriate staff members. - Manages multiple HR-related electronic mailboxes; conducts preliminary review of incoming documents for completeness and compliance with established procedures; prioritizes and routes items to appropriate personnel to ensure timely processing. - Greets and directs all employees and service members in a professional manner. - Process incoming and outgoing mail for the State Personnel. Receives mail from designated mail room. Ensure outgoing mail is properly sorted, distributed, and routed. - Schedule appointments and maintains calendar as needed for the Director and Deputy Director as needed. - Makes travel arrangements and log travel reimbursement claims for staff using California Automated Travel Expense Reimbursement System (CalATERS).								
30%	Maintain Official Personnel Files (OPFs) securely and confidentially for both State Civil Service and State Active-Duty employees. Ensure compliance with required documentation and regularly update the State Retention Schedule.								
	- Respond to and log A01 or OPF requests from other departments. - Provide support to Personnel Specialists by filling, printing timecards when needed								

	and pulling OPFs from file room. Gathers, organizes, and compiles information from multiple sources to support program operations, workflow continuity, and special projects. • File, organize and assist staff in locating personnel forms and records efficiently. • Complete and maintain various transaction tracking sheets including but not limited to: RPA Tracker and Keyed Transaction Control Sheet to ensure accuracy of processed transactions. • Review, track, and route personnel transactions folders including but not limited to: Personnel Action Request System (PARS), Employee Action Request System (EARS), Verification of Employment (VOE), and Separation/Transfer Form (CMD 900-70) to the appropriate personnel. • Review and process Employee Records (ERs) in the State Controller's Office (SCO) system, ensuring accurate entry of personnel transactions such as appointments, separations, pay adjustments, and status changes; maintain logs, and upload supporting documentation to departmental records; notify the personnel specialists of any discrepancies. • Retrieve, review, and print Accounts Receivable (AR) information from SCO and verify accuracy prior to uploading into Teams. • Monitor, send applicable notifications and follow up with managers and liaisons regarding Probationary Reports (STD 636), Notice of Personnel Action (NOPA), Performance Appraisal Summary (STD 638), DOCK and Leave Without Pay (LWOP). • Systematically organize Form STD 672, Time and Attendance Report, throughout the calendar year to ensure accurate and efficient storage preparation at year-end. • Update State Personnel documents such as phone list, Human Resources (HR) liaison list, birthday calendar, Employee Attendance/Status Board, and the California Personnel Office Directory List. • Ensure copiers are replenished with paper, toner, and waste cartridge. • Prepare garnishment packets upon receipt from Personnel Specialists and coordinate delivery to the J8- Accounting Department. • Coordinate annual employee reporting process; receive, review, and screen submitted forms for completeness and required signatures, then upload finalized documents to Microsoft Teams for recordkeeping. • Verify employee mailing addresses using ConnectHR for W-2 and official correspondence purposes; contact employees regarding discrepancies and process address updates upon receipt of completed STD 686 forms. • Prepares and maintains reports for management review, supporting less complex program analysis and administrative decision-making.
30%	• Receives, reviews, logs, and tracks all SP folders using the SharePoint tracking system including but not limited to Manpower and Personnel Advisory Council (MPAC), Position Action Request (900-22), Personnel Action folders (900-10), correspondence, reports, and policy documents routed through management channels. • Enters and maintains detailed records in the SharePoint folder tracking system; establishes and monitors suspense dates to ensure timely processing. Conducts follow-up as necessary to obtain required information, ensure compliance with deadlines, and maintain workflow continuity. • Gathers and compiles information from files, databases, and other sources as

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	directed to support special projects assigned, contributing to team initiatives and operational improvements. Uses various software and databases, including Adobe Acrobat Pro, Microsoft Excel, Word, and SharePoint, to complete assignments accurately and efficiently. • Orders and maintains all supplies, equipment, and furniture. Responsible for maintaining printers, supply and file room and keeping it fully stocked. Contact necessary parties for any necessary printer repairs. • Answer staff questions regarding the ServiceNow electronic timesheet program and provides routing and procedural guidance.
15%	• Provides backup coverage for Management Services Technician functions during absences, meetings, lunch periods, or peak workload to ensure continuity of operations, including processing incoming/outgoing correspondence, maintaining tracking logs, data entry, filing, and customer service support to ensure continuity of operations.
Non-Essential/Marginal Functions:	
5%	• Other duties as assigned.
Knowledge, Skills, and Abilities:	
Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.	
Skills: N/A	
Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.	
Required Qualifications:	
• Knowledge of office procedures, filing systems, and records management, including maintaining confidential personnel files and compliance with retention schedules. • Proficiency in Microsoft Office applications (Word, Excel, Outlook) and electronic document management systems such as SharePoint, CalHR ECOS, and FI\$Cal. • Ability to compose, proofread, and edit correspondence, reports, and other written materials accurately and efficiently. • Strong organizational skills with the ability to prioritize multiple tasks, meet deadlines, and track workflow independently. • Effective oral and written communication skills, including the ability to interact professionally with employees, service members, and management. • Experience coordinating meetings, appointments, travel arrangements, and providing administrative support for management-level staff. • Ability to gather, compile, and track information from multiple sources to support projects, personnel actions, and operational reporting. Ability to work with discretion handling confidential and sensitive personnel and payroll information.	
Work Environment:	
• Primarily office-based with regular use of computers, telephones, and standard office equipment. • Ability to sit or stand for extended periods while performing clerical and administrative tasks. • Occasional lifting or moving of office supplies, files, and equipment up to 20 pounds. • Requires physical mobility, including reaching, turning, kneeling, and bending to access files, equipment and storage areas.	
Physical/Mental Abilities:	
Equipment Used: Telephone, computer, keyboard, fax machine, copy machine, printers, and other office equipment as needed.	

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Employee Certification:

This duty statement reflects the typical duties of the essential functions described for the position. It is not considered an all-inclusive list of work requirements. I have read and discussed the duties of this position with my supervisor and understand I may perform other duties as assigned, including but not limited to, work in other functional areas to cover absences, peak work periods, or balance workload.

I certify I possess qualifications, including but not limited to, integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others. Additionally, I am able to perform the assigned duties with or without reasonable accommodation. Should I have any concerns performing the assigned duties, I will discuss them with the hiring manager who will provide information for the Return-To-Work Coordinator.

I have read the duty statement and discussed the duties with my supervisor.

Employee Name (Print)	Signature	Date
Supervisor Statement: I have discussed the duties outlined in the duty statement and provided a copy to the employee.		
Supervisor Name (Print)	Signature	Date
State Personnel Office Use Only		
State Personnel Certification: Approval		
C&P Analyst Name (Print)	Signature	Date