

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Office Technician (Typing)	HEADQUARTERS: San Luis Obispo
PROGRAM/UNIT: Planning, Preparedness, & Prevention/ California Specialized Training Institute/ Administrative and Support Services	POSITION NUMBER: 163-299-1139-002 (10290)	CBID: R04
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): A	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
The Office Technician (OT) is under the general supervision of the Supervisor I of the Administrative and Support Services Unit.
2. SUPERVISION EXERCISED:
None.
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
Works 40 hours per week in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. This position also requires the ability to drive a vehicle daily to meet the administrative and Fleet duties.
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
This position will have contact with peers, employees of the California Governor's Office of Emergency Services (Cal OES), and other governmental agencies, including local, state, and federal agencies. This position will also have contact with California Military Department personnel, law enforcement agencies, tradespersons, and vendors. essential. Sitting and standing requirements are consistent with office work.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
Failure to effectively perform the position's duties may result in the failure to complete administrative and program performance accurately and in a timely manner. Delayed consultant agreements, inadequate supplies, or inappropriate correspondence could disrupt the training schedule. This position has a high confidentiality requirement. Ultimately, the consequence of error could result in a client's inability to receive training, a loss of grant funding, complaints, and potential loss of reimbursements for the agency, resulting in penalties and fines for Cal OES.
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g.,

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the general supervision of the Supervisor I of the Administrative and Support Services Unit, the Office Technician (OT) performs work involved with the completion and/or review and processing of technical documents. Additionally, the OT provides technical information to departmental clientele and/or the general public, reviews and processes consultant contracts specific to the division, applies and communicates specific laws, rules, and policies related to program work. The incumbent must communicate effectively and function in an environment with demanding and changing priorities.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
25%	Serve as administrative receptionist for the CSTI, providing high-level program support and coordination across internal units and external partners. Independently respond to complex inquiries related to CSTI training programs, policies, and administrative procedures, ensuring alignment with departmental goals and regulatory requirements. Evaluate and streamline customer service processes. Deliver expert-level assistance to ensure accessibility, efficiency, and accuracy in public interactions. Review and respond to Public Records Act (PRA) requests by providing training records or documentation, and preparing timely, accurate responses in consultation with legal and executive staff as appropriate. Track and coordinate executive-level administrative documents, such as Budget Change Proposals (BCPs), issue briefs, and internal applications. Maintain oversight of approval workflows, timelines, and reporting, ensuring all submissions are accurately logged and archived. Draft, review, and edit official correspondence, memoranda, and reports on behalf of CSTI leadership. Provide quality control for internal and external communications to ensure consistency, professionalism, and policy compliance.

	Oversee day-to-day administrative logistics, including mail distribution between CSTI and Camp San Luis Obispo (CSLO) headquarters. Maintain essential internal resources such as staff rosters, distribution lists, and operational trackers.
20%	Process document routing of consultant agreements (consultant contracts), verifying that the signed agreements were received back, and dispositions logged into the Cal Poly Corporation consultant spreadsheet. Create and maintain all statistical spreadsheets and provide daily, weekly, monthly, and annual updates on consultant balances to the management team and divisions.
20%	Coordinate and support the administration of Criminal Justice and Homeland Security (CJHS) courses offered statewide. This includes oversight of course registration, enrollment, and tracking, as well as monitoring overall course delivery and compliance with internal standards. Act as a liaison to Peace Officer Standards and Training (POST) and the Learning Management System (LMS) staff, conduct preliminary audits of course files, and collaborate with Emergency Management Coordinator/Instructor II staff to ensure program accuracy and readiness. Process Criminal Justice and Homeland Security duplicate certificates and transcript requests. Provide backup assistance in all aspects of the registration process to other OT registrars as assigned.
20%	Schedule classroom and training area usage, in coordination with Course Managers, and coordinate access for students and other visitors to CSLO through CSLO Security Force. Schedule CSLO facility usage through the Range Facility Management Support System (RFMSS). Review the CSTI room reservation database for conflicts, duplication, and errors, coordinate with all CSTI Registrars and Course Managers, and report problems to the direct supervisor. Responsible for collecting data and preparing the monthly in-house calendar for distribution to internal and external customers. Responsible for compiling CSTI's master schedule of courses. Maintain key control for CSTI buildings and training areas. Issue keys to employees, vendors, and contractors. Maintain records of keys issued and returned. Coordinate work orders with contracted locksmiths as needed. Verify the completeness and accuracy of forms and documents. Prepare and submit work order requests for the CSLO Department of Public Works (Web Work Azzer) and assist with scheduling work and follow-up. Assist in coordinating work performed by outside vendors and contractors. Compile and maintain an accurate and timely spreadsheet of work orders and costs; identify potential change orders for management review. Send out monthly analytics to update management on all currently active work orders. Maintain the CSTI main office supply and restock as needed. Maintain CSTI mailroom equipment and supplies and restock as needed. Responsible for maintaining postage for the postage machine via a procurement request for USPS. Ensure supplies are maintained, organized, and ordered so an adequate inventory is always

	available. Receive and verify items shipped to CSTI prior to distribution and log in as stock received into Fi\$Cal, the purchasing database.
10%	Act as Fleet Coordinator. Coordinate CSTI fleet vehicles for licensing, maintenance, cleaning, record keeping, and reporting schedules. Send all required monthly analytics regarding mileage logs to Cal OES Headquarters. Coordinate with Cal OES fleet manager, State Vehicle Inspectors, and Department of General Services as necessary. Maintain fleet fuel cards. Complete CSTI's annual Fleet Acquisition Plan for review by CSTI managers and submission to Cal OES fleet manager. Attend monthly Fleet meetings. Maintain CSTI's vehicle reservation calendar in Smartsheet.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☐	☐	☒
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☐	☒	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☐	☒	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☐	☒	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☒	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title