

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

☐ **CURRENT****Department Statement:**

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
---	----------------

DFW DIVISION/BRANCH/REGION/OFFICE Northern Region	POSITION NUMBER (Agency-Unit-Class-Serial) 565-111-4590-002
UNIT NAME AND LOCATION Administrative Services - Redding	CLASS TITLE Administrative Officer I, Resources Agency
INCUMBENT Vacant	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial)
BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS Under the direction of the Supervisor I located in Eureka, the Administrative Officer I is responsible for supervising administrative support staff across multiple areas including overseeing the customer service counter in Redding as well as processing accounts payable and correspondence documents. The incumbent will work closely with staff in the Program Technician and Management Services Technician positions, provide guidance to ensure effective coordination for staff performing clerical and administrative support work involving accounts payable and procurement. The incumbent will work with the Program Managers and Regional Manager on formal correspondence.	

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)
35%	<u>ESSENTIAL FUNCTIONS:</u> Customer Service and License Sales Directly supervise staff assigned to the customer service counter at the Northern Region headquarters office in Redding and supervise a Supervising Program Technician over the license sales and customer service counter in the Eureka office. Coordinate with program staff and supervisors to obtain current information related to hunting, fishing, local events and information of public interest. Establish workflow procedures to ensure accuracy and timeliness in responding to requests for information. Maintain current resources in MS Teams for use in answering common questions. Provide excellent customer service in-person, over the phone and through email to assist the public with questions on hunting and fishing regulations, license and validation items, environmental permits, Fish and Game Code violations, and a wide variety of other topics within the purview of CDFW. Research and respond to complex regulation and licensing questions in a prompt and courteous manner. Refer to the Fish and Game Code, Title 14, and CDFW resources online to answer questions; consult with subject matter experts in the License and Revenue Branch (LRB), Law Enforcement Division (LED) and other program staff as appropriate. Manage the call routing system for the Northern Region's headquarters' line according to staffing availability to ensure the phone lines are answered during business hours. Oversee incoming and outgoing mail operations in Redding to ensure mail is routed accurately and timely. Prepare and schedule daily outgoing mail including overnight mail shipments for payroll checks, documents, and packages. As the Northern Region's subject matter expert in the Automated License Data System (ALDS), provide technical direction to staff for processing payments for fish stocking permits, fish tournament permits, environmental permits and reduced fee license applications using the ALDS. Elevate any issues to supervisors in LRB. Review to approve requests for environmental fee refunds, and license sales forms as the approving supervisor to ensure compliance with CDFW policy and procedures. Enter information into the ALDS system to maintain current customer records. Maintain current knowledge of the Department's license sales procedures and the State Administrative Manual. Provide information to LED as requested. Ensure proper controls and security for checks, money

DUTY STATEMENT

DFW 242A (REV. 07/18/22) Page 2

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)
30%	orders, credit card and personal information. File, retain and dispose of records according to the CDFW Records Retention Schedule. Review, reconcile and approve daily deposits including Lake and Streambed Alteration permit fees and other license and permit items processed through mail. Participate in meetings, conferences, and trainings to stay current on policies and procedures and relay updated information to staff. Coordinate with staff and supervisors in other programs to develop procedures for processing fees and refunds for environmental permit applications, issuing tags through the Cooperative Deer and Elk program, and processing applications for fishing tournaments and fish stocking permits. Accounts Payable and Procurement Receive, review, and assign invoices for goods and services according to established procedures. Update the log in MS Teams to monitor and track invoices through completion. Research invoice issues and respond to vendors with resolution. Provide technical direction for staff entering invoice data into FISCAL to create requisitions, purchase orders, receive goods and create vouchers for payment. Coordinate with Accounting Services Branch staff on processing abatements and resolving invoice issues. Receive and process requests for revolving fund checks as appropriate. Manage monthly encumbrance report to ensure encumbrances are liquidated timely. Prepare and provide training materials to staff on proper procurement and invoice processing procedures. Maintain current knowledge of the State Contracting Manuals, State Administrative Manual, and all Department policy and procedures. Provide technical directions to staff on procuring goods by creating requisitions, purchase orders and vouchers. Coordinate with the Department's FISCAL support team to research and resolve issues related to procurement and invoice processing. Approve purchase orders as directed by the Supervisor I.
20%	Supervision Hire, train, lead, develop and manage subordinate staff. Approve monthly timesheets, travel expense claims, training requests, purchase requests and fuel reports. Provide performance feedback including preparing Probation Reports, Annual Performance Appraisal Summary forms, Individual Development Plans as requested, and continuous informal feedback to improve employee performance. Travel for in-person meetings with direct reports in Eureka, including training, performance appraisals and as needed to oversee operations. Implement progressive discipline, maintain employee files, and elevate issues to the Supervisor I. Adhere to and promote all Department EEO Policies. May act as the Supervisor I or Administrative Officer III during brief periods of absence. Act as the Contract Manager for maintenance and repair agreements for office machines including copy machines, postage machines, and fax machines in the Redding office. Maintain inventory of the most common office supplies and ensure critical office machines are functioning. Prepare purchase or contract requests for office supplies, postage, and office equipment maintenance and repair.
10%	Correspondence and Public Records Act Requests Oversee correspondence processing using Microsoft Word and Excel in accordance with the Department's Correspondence Manual, Northern Region Correspondence Manual and internal procedures. Receive, log and assign documents to staff to process daily. Monitor the Correspondence Log in SharePoint no less frequently than daily to ensure all deadlines are met. Follow up with staff and signatories to resolve any issues and meet established deadlines. Provide technical direction to staff on creating documents that are compliant with the Americans with Disabilities Act using Microsoft Word and PDF software. Create job aids for staff and train employees who have a role in creating public facing documents. Personally perform correspondence duties in the absence of staff. Supervise staff assigned as the Regional Public Records Act (PRA) coordinator. Act as the primary back up to perform the duties of the PRA coordinator. Monitor, assign and follow up on PRA requests to meet established deadlines. Communicate with the Office of General Council for questions on PRAs. Attend regularly scheduled Department PRA meetings to stay current on

DUTY STATEMENT

DFW 242A (REV. 07/18/22) Page 3

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)	
5%	process and procedures. <u>NON-ESSENTIAL FUNCTIONS:</u> Prepare and present training materials for staff and other end-users. Facilitate and participate in training and meetings with all levels of staff. Make recommendations to management for process improvements. May participate in Department work groups on administrative topics. <u>WORKING CONDITIONS:</u> This position is designated as office based and is not eligible for telework. The work takes place in an office setting under artificial light. Occasional travel to meetings, including meetings with direct reports in Eureka will be required, including some overnight travel. Use of a state-owned vehicle for travel is required between remote facilities where public transportation is not readily available. The work involves prolonged periods of sitting at a computer, standing and walking for brief periods of time. Daily, frequent use of a keyboard, mouse, computer, scanners and phone. There is at times the presence of weapons, carcasses, and undesirable smells, particularly during hunting season.	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.		
PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.		
PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

Department Statement:

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
---	----------------

DFW DIVISION/BRANCH/REGION/OFFICE Northern Region	POSITION NUMBER (Agency-Unit-Class-Serial) 565-111-4722-XXX
UNIT NAME AND LOCATION Administrative Services - Redding	CLASS TITLE Business Service Officer I (Supervisor)
INCUMBENT Vacant	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial)

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general supervision of the Supervisor I located in Eureka, the incumbent is responsible for supervising staff performing technical business services including overseeing the customer service counter in Redding as well as processing accounts payable and correspondence documents. The incumbent will work closely with staff in the Program Technician and Management Services Technician positions to ensure effective coordination for accounts payable and procurement. The incumbent will work with the Program Managers and Regional Manager on formal correspondence.

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)
35%	<u>ESSENTIAL FUNCTIONS:</u> Customer Service and License Sales Directly supervise staff assigned to the customer service counter at the Northern Region headquarters office in Redding and supervise a Supervising Program Technician over the license sales and customer service counter in the Eureka office. Coordinate with program staff and supervisors to obtain current information related to hunting, fishing, local events and information of public interest. Establish workflow procedures to ensure accuracy and timeliness in responding to requests for information. Maintain current resources in MS Teams for use in answering common questions. Provide excellent customer service in-person, over the phone and through email to assist the public with questions on hunting and fishing regulations, license and validation items, environmental permits, Fish and Game Code violations, and a wide variety of other topics within the purview of CDFW. Research and respond to complex regulation and licensing questions in a prompt and courteous manner. Refer to the Fish and Game Code, Title 14, and CDFW resources online to answer questions; consult with subject matter experts in the License and Revenue Branch (LRB), Law Enforcement Division (LED) and other program staff as appropriate. Manage the call routing system for the Northern Region's headquarters' line according to staffing availability to ensure the phone lines are answered during business hours. Oversee incoming and outgoing mail operations in Redding to ensure mail is routed accurately and timely. Prepare and schedule daily outgoing mail including overnight mail shipments for payroll checks, documents, and packages. As the Northern Region's subject matter expert in the Automated License Data System (ALDS), provide technical direction to staff for processing payments for fish stocking permits, fish tournament permits, environmental permits and reduced fee license applications using the ALDS. Elevate any issues to supervisors in LRB. Review to approve requests for environmental fee refunds, and license sales forms as the approving supervisor to ensure compliance with CDFW policy and procedures. Enter information into the ALDS system to maintain current customer records. Maintain current knowledge of the Department's license sales procedures and the State Administrative Manual. Provide information to LED as requested. Ensure proper controls and security for checks, money

DUTY STATEMENT

DFW 242A (REV. 07/18/22) Page 2

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)
30%	orders, credit card and personal information. File, retain and dispose of records according to the CDFW Records Retention Schedule. Review, reconcile and approve daily deposits including Lake and Streambed Alteration permit fees and other license and permit items processed through mail. Participate in meetings, conferences, and trainings to stay current on policies and procedures and relay updated information to staff. Coordinate with staff and supervisors in other programs to develop procedures for processing fees and refunds for environmental permit applications, issuing tags through the Cooperative Deer and Elk program, and processing applications for fishing tournaments and fish stocking permits. Accounts Payable and Procurement Receive, review, and assign invoices for goods and services according to established procedures. Update the log in MS Teams to monitor and track invoices through completion. Research invoice issues and respond to vendors with resolution. Provide technical direction for staff entering invoice data into FISCAL to create requisitions, purchase orders, receive goods and create vouchers for payment. Coordinate with Accounting Services Branch staff on processing abatements and resolving invoice issues. Receive and process requests for revolving fund checks as appropriate. Manage monthly encumbrance report to ensure encumbrances are liquidated timely. Prepare and provide training materials to staff on proper procurement and invoice processing procedures. Maintain current knowledge of the State Contracting Manuals, State Administrative Manual, and all Department policy and procedures. Provide technical directions to staff on procuring goods by creating requisitions, purchase orders and vouchers. Coordinate with the Department's FISCAL support team to research and resolve issues related to procurement and invoice processing. Approve purchase orders as directed by the Supervisor I.
20%	Supervision Hire, train, lead, develop and manage subordinate staff. Approve monthly timesheets, travel expense claims, training requests, purchase requests and fuel reports. Provide performance feedback including preparing Probation Reports, Annual Performance Appraisal Summary forms, Individual Development Plans as requested, and continuous informal feedback to improve employee performance. Travel for in-person meetings with direct reports in Eureka, including training, performance appraisals and as needed to oversee operations. Implement progressive discipline, maintain employee files, and elevate issues to the Supervisor I. Adhere to and promote all Department EEO Policies. May act as the Supervisor I or Administrative Officer III during brief periods of absence. Act as the Contract Manager for maintenance and repair agreements for office machines including copy machines, postage machines, and fax machines in the Redding office. Maintain inventory of the most common office supplies and ensure critical office machines are functioning. Prepare purchase or contract requests for office supplies, postage, and office equipment maintenance and repair.
10%	Correspondence and Public Records Act Requests Oversee correspondence processing using Microsoft Word and Excel in accordance with the Department's Correspondence Manual, Northern Region Correspondence Manual and internal procedures. Receive, log and assign documents to staff to process daily. Monitor the Correspondence Log in SharePoint no less frequently than daily to ensure all deadlines are met. Follow up with staff and signatories to resolve any issues and meet established deadlines. Provide technical direction to staff on creating documents that are compliant with the Americans with Disabilities Act using Microsoft Word and PDF software. Create job aids for staff and train employees who have a role in creating public facing documents. Personally perform correspondence duties in the absence of staff. Supervise staff assigned as the Regional Public Records Act (PRA) coordinator. Act as the primary back up to perform the duties of the PRA coordinator. Monitor, assign and follow up on PRA requests to meet established deadlines. Communicate with the Office of General Council for questions on PRAs. Attend regularly scheduled Department PRA meetings to stay current on

DUTY STATEMENT

DFW 242A (REV. 07/18/22) Page 3

PERCENTAGE 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. (USE THE REVERSE SIDE IF NECESSARY.)		
5%	process and procedures. <u>NON-ESSENTIAL FUNCTIONS:</u> Prepare and present training materials for staff and other end-users. Facilitate and participate in training and meetings with all levels of staff. Make recommendations to management for process improvements. May participate in Department work groups on administrative topics. <u>WORKING CONDITIONS:</u> This position is designated as office based and is not eligible for telework. The work takes place in an office setting under artificial light. Occasional travel to meetings, including meetings with direct reports in Eureka will be required, including some overnight travel. Use of a state-owned vehicle for travel is required between remote facilities where public transportation is not readily available. The work involves prolonged periods of sitting at a computer, standing and walking for brief periods of time. Daily, frequent use of a keyboard, mouse, computer, scanners and phone. There is at times the presence of weapons, carcasses, and undesirable smells, particularly during hunting season.		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.			
PRINT SUPERVISOR'S NAME	<table border="1"> <tr> <td data-bbox="901 909 1375 1010">SUPERVISOR'S SIGNATURE</td> <td data-bbox="1375 909 1518 1010">DATE</td> </tr> </table>	SUPERVISOR'S SIGNATURE	DATE
SUPERVISOR'S SIGNATURE	DATE		
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT. I HAVE READ AND UNDERSTAND THE DUTIES AND ESSENTIAL FUNCTIONS OF THE POSITION AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION.			
PRINT EMPLOYEE'S NAME	<table border="1"> <tr> <td data-bbox="901 1136 1375 1230">EMPLOYEE'S SIGNATURE</td> <td data-bbox="1375 1136 1518 1230">DATE</td> </tr> </table>	EMPLOYEE'S SIGNATURE	DATE
EMPLOYEE'S SIGNATURE	DATE		