

DUTY STATEMENT



☒ **CURRENT**

☒ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)			WORKING TITLE BOI Technician		
PROGRAM NAME Division of Occupational Safety and Health				UNIT NAME Bureau of Investigations	
ASSIGNED SPECIFIC LOCATION Oakland				POSITION NUMBER 400-430-1139-xxx	
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No	

General Statement

Under the general direction of the Supervising Special Investigator I, Bureau of Investigations (BOI), the Office Technician (Typing) will perform a variety of general office work for the Division of Occupational Safety and Health (DOSH), BOI. The Office Technician (Typing) is responsible for creating BOI cases in the case management system, managing the BOI Outlook inbox, sending out both correspondence and required notifications to the appropriate parties when a case is opened and closed, typing, mail and document handling, filing, records management, document preparation and review, oral communications, record keeping, ordering and maintaining supplies and equipment. This position will provide support with the hiring process of new BOI staff. The incumbent may also provide administrative support to the Chief Investigator, Administrative Chief of BOI, and Chief Counsel.

Candidates must be able to perform the following essential functions with or without reasonable accommodations:

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30%	Prepares, sends, and files opening and closing letters to be sent to the District Office and Occupational Safety and Health Appeals Board when a BOI case is opened or closed, utilizing the opening/closing letter templates. Compiles reports and expense claims using Excel, and CalATERS (California Automated Travel Expense Reimbursement System) (or its equivalent). Assists with booking BOI staff travel using Concur. Prepares other correspondence as needed. Copies and scans correspondence, enforcement files, and documents.
30%	Answers telephone calls utilizing a multi-line telephone system, records relevant information from the call, and appropriately and timely transmits that information to BOI staff, as applicable. Sorts and distributes incoming mail, emails, and faxes daily to office staff. Records subpoenas and requests for discovery. Processes outgoing mail for BOI. Files documents in both hard copy files and shared drives, as required. Assists with setting up in-person meetings including obtaining visitor passes and setting up and trouble-shooting video conferencing equipment for hybrid meetings. Assists with setting up remote meetings using Microsoft Teams and Outlook Calendar. Works with building management to obtain staff badges for BOI employees. Communicates with IT to procure equipment and resolve IT related issues. Operates various types of office machinery including copy machines, scanners, fax machines, video conference systems and Polycom conference phones.

DUTY STATEMENT



20%	Communicates frequently with assigned investigators and attorneys regarding their schedules, adjusts their schedule as requested, and assists with Outlook calendar meetings requests. Monitors the BOI Outlook inbox and distributes correspondence or information received, accordingly.
15%	Contact District Offices to assist in obtaining Enforcement files to be uploaded into BOI LEGEND. Reviews OSHA Appeals Scheduling & Information System (OASIS) in order to obtain inspection related information (e.g. type of citation and number of citations) and/or transcribe that information. Share inspection and case related information with investigators and attorneys. Assists the management team with hiring new BOI staff by contacting candidates to schedule interviews and assists with gathering and filing the hiring paperwork, in addition to providing administrative support to the Chief Investigator, Administrative Chief of BOI, and the Chief Counsel.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other duties as required to fulfill DIR-DOSH BOI mission, goals, and objectives.

Conduct, Attendance, and Performance Expectations

The Office Technician (Typing) shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

The Office Technician (Typing) will normally average forty hours of work per week including paid leave; however, depending on workload, special assignments, or projects, the incumbent may occasionally be asked to work beyond the forty hours per week. Currently, the Office Technician (Typing) both teleworks and works in the office.

Supervision Received

Under the general direction of the Supervising Special Investigator I in the Bureau of Investigations of the Division of Occupational Safety and Health.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Office Technician (Typing) works in an air-conditioned office building with natural and artificial lighting. In addition, the incumbent works in a typical office setting with an interior workstation in a smoke-free environment. While performing assigned duties, the incumbent may be required to assist team members and

DUTY STATEMENT



professional staff. The incumbent may also be required, for extended periods of time, to operate a computer terminal and transcribe tapes from a transcribing machine, and to photocopy and assemble documents.

Special Requirements/Other Information

This position requires the incumbent to perform sustained typing of at least 40 words per minute.

Typing Certificate – 40 WPM typing certificate issued within the last four (4) years and certified from a five (5) minute typing test.

The Office Technician (Typing) must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DOSH. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, and have good computer skills with proficiency in Microsoft Office software.

Physical Abilities

Ability to use office equipment such as computers, multi-function printers, and telephones. Ability to organize and move files up to 25 lbs.

Additional Requirements/Expectations

May be required to occasionally travel for work or training.

Personal Contacts

The Office Technician (Typing) has contact with investigators, attorneys and staff in DOSH Legal, employees and supervisors and managers in other units of DOSH, staff and management in the DIR Director's Office, other divisions within DIR and at the Labor and Workforce Development Agency, opposing counsel, unrepresented parties in their cases, judges and staff at administrative agencies, judges and staff in civil courts, court reporters, and members of the public.

Employee Acknowledgment

I have read and understand the duties listed above and 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 these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date



HUMAN RESOURCES OFFICE APPROVAL

RL

C&S Analyst Initials

7/24/2026

Approval Date