



POSITION DUTY STATEMENT

Division: Investigations Division	Classification Title: 1139 Office Technician (Typing)
Branch: Special Operation Command Branch	Working Title: Office Technician
Unit: Office of Internal Affairs - East	Tenure/Timebase: Permanent Fulltime
Position City: Riverside	Position County: Riverside County
Position Number: 369-1139-001	CBID/Bargaining Unit: R04
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: 2	Date Approved: 07/08/2026

Direction Statement and General Description of Duties: The incumbent performs a variety of administrative duties and consistently demonstrates a high degree of initiative and independence. The incumbent provides administrative support and is responsible for sensitive personnel and attendance related functions. Under direction of the Supervising Investigator I (Sergeant - District Supervisor), the Office Technician is responsible for the following:

Percentage and Essential/Marginal Functions:

35%	Clerical Support (E) Provide clerical support by typing and preparing month-end case reports: Mileage, statistical, expenditure, Cal-Card, acting; access various law enforcement databases,
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POSITION DUTY STATEMENT

	track assignments to ensure due dates are met, proctor exams, assist with scheduling meetings; type correspondence to all governmental levels. Assist with travel arrangements and travel advances/claims. Order supplies. Maintain files and their confidentiality; periodically identify files ready for confidential destruction based on established purge criteria; prepare/package evidence for dissemination as directed.
30%	Reports (E) Accurately compiles employee personnel forms for the office staff and management, keep management informed of any sensitive or critical issues. Reconcile time and dock reports, complete attendance reporting, reconciles all leave balances and corrections. Prepare appointment and separation documents. Type and prepare statistical reports on caseload; maintain case accountability; prepare periodic status reports for management.
20%	Customer Contact (E) Answer phone calls and direct calls to various investigators, inspectors and management. Public counter contact person. Answer customer questions regarding consumer complaints, vehicle registration and driver license; run vehicle registration and driver license print outs. Technical assistance to law enforcement agencies and DMV personnel, handle incoming/outgoing mail.
10%	Case Management (M) Independently input incoming complaints into case management system, update as assigned, upload documents, and enter closing information. Review for completeness, e.g. closing date, correct file type, action taken, synopsis, supervisor approval.
5%	Other Duties (M) Take meeting minutes. Perform other job-related duties as required.

Supervision Received: The Office Technician receives direction from the Supervising Investigator I, and may receive direction from the Supervising Investigator II and Deputy Chief.

Supervision Exercised and Staff Numbers: Does not provide supervision to others, but may guide other staff in completing tasks.

Physical Requirements: Works in an office setting. Will be sitting (may be sitting for long periods of time), standing, and moving around the office environment; occasional lifting up to 10 pounds. Will be



DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

369-1139-001

accessing computers, typing/data entry, handling multiple phone calls from internal and external customers. Saturday and/or extended hours may be required.

Special Requirements: Customer service skills, computer proficiency, dependability and punctuality, written and verbal communication, interpersonal skills. The ability to comprehend and retain complex procedures.

Personal Contacts: Will interact with all levels of departmental staff as well as the public by phone, email, and mail. Interactions may be general, confidential, sensitive, or informative.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the 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. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE



DEPARTMENT OF MOTOR VEHICLES
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Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:



DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

369-1139-001

Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

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