

**DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
DIVISION OF ADMINISTRATIVE SERVICES
LSO/LEGAL SUPPORT OPERATIONS
SAN FRANCISCO**

DUTY STATEMENT

JOB TITLE: Office Assistant (General) - MAILROOM

STATEMENT OF DUTIES: The Office Assistant performs a variety of routine and technical duties in the mail room of the Office of the Attorney General. Under the general direction of the Business Services Officer (BSO) II and under the general supervision of a BSO I (Supervisor), the Office Assistant must be able to effectively carry out assigned tasks with minimal supervision, display independence, work in a team environment, possess strong communication skills and work well under pressure to meet short deadlines. The Office Assistant may take direction from the BSO II (Supervisor) and management staff.

SUPERVISION RECEIVED: Reports directly to the BSO I (Supervisor).

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Regularly required to sit, stand, and walk for extended periods of time while opening, sorting, posting and processing incoming and outgoing mail for legal and administrative staff. The incumbent is required to carry/lift up to 40 pounds on an occasional basis and other physical tasks (e.g. bending, stooping, climbing, kneeling, reaching, twisting, pushing, and pulling).

TYPICAL WORKING CONDITIONS: In office, in an enclosed or open-space cubicle in a smoke-free environment. More than one person may be assigned to the same workspace.

ESSENTIAL FUNCTIONS:

- 30%** Distributes incoming mail, collects outgoing mail, affixes postage and deposits mail at correct sites. Processes all courier mail from other Attorney General's Offices statewide. Performs office mail deliveries and inside mail runs. Familiar with current United States Postal Service (USPS) rules and regulations such as special postage rates, certified mail, registered mail and various other courier and messenger service functions. Processes legal documents received during the outside court runs to the San Francisco Superior Court, California Supreme Court, First District Court of Appeal, U.S. District Courts, and other departments and agencies. Assists the BSO with contacting vendors regarding issues with the various mail equipment or may contact the USPS to resolve problems or concerns.
- 20%** Utilizes various computer-based databases to accurately input information for incoming and outgoing mail. May be responsible for maintaining and operating complex mail room

equipment such as the Pitney Bowes postage machines and label printers. Operates and maintains all mailroom equipment. Assists with the postal expenditure reports and delivery tracking system reports.

- 20%** Collects all USPS mail at the loading dock and prepares all outgoing mail for shipment. Operates mail and package tracking devices to ensure delivery and accountability of all incoming deliveries. Ensures accuracy of all incoming and outgoing billing references such as GLS, UPS, FedEx, and messenger deliveries.

25% Business Services Support:

Administrative and Facilities Support:

Relays maintenance and janitorial requests from staff to building management; track and follow up on status. Processes new and replacement building IDs and access cards; maintains reports as required. Track, deliver, and restock office supplies as needed.

Communication and Meeting Support:

Coordinates reservations for internal conference rooms and the building conference center; maintains reservation calendar and assists staff with room choices. Provides administrative support during meetings, including furniture arrangement and equipment set-up.

Public Inquiry and Reception:

Provides backup to support the primary public information, referral, and reception desk that services the entire office. Answers incoming phone calls and greets in-person visitors. Provides information on Department of Justice's (DOJ) services and programs. Directs callers and visitors to appropriate staff, take detailed/ accurate messages, and takes other actions as needed. Ensures visitors' access to secure areas is in accordance with security policies and procedures.

Receives Service of Process (legal pleadings served by the DOJ) and routes court documents to appropriate staff. Coordinates messenger service for pleadings being filed by DOJ; ensures messenger request forms are complete and accurate; follows up with messenger services and resolves problems of delivery or return receipt.

MARGINAL FUNCTIONS:

- 5%** Assists with special reports, events and projects. Performs other business service/legal support functions as departmental needs require.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

(Revised 07/26)