

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Office Technician (General)	Board/Bureau/Division Office of Administrative Services
Working Title Mailroom Staff	Office/Unit/Section / Geographic Location Business Services Office/Mail Operation and Distribution Services Unit/Sacramento
Position Number 610-772-1138-008	Name and Effective Date

General Statement: Under the general direction of the Business Service Officer (BSO) I, (Supervisor), the Office Technician (General) (OT G) supports the Business Services Office (BSO) with mail pick-up and delivery, and other various duties related to the mailroom services. Duties include, but are not limited to, the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

50% Mail Pick-up and Delivery (E)

- Independently pick-up and deliver scheduled daily mail including license applications and checks, payroll warrants, service contracts and CalCard statements to and from Department of Consumer Affairs (DCA) buildings throughout the Sacramento area and other state offices [(i.e., Department of General Services (DGS), State Controller's Office (SCO), Secretary of State (SOS)]. (40%)
- Perform special pick-up, delivery and emergency assignments as requested by various boards, bureaus and programs to the State Records Center, off-site storage units, transit storage, DGS Destruction Center and other state offices in the Sacramento area. (5%)
- Assist clients and vendors with mail inquiries over the phone and in person. (5%)

30% Prepping and Sorting of Mail (E)

- Research misrouted and mislabeled mail and packages to identify correct recipients. Sort mail and packages by unit, organization, subject matter, individual name, or specific requirements requested by the boards, bureaus, committees, programs, commissions, and divisions.
- Receive and sign for express mail deliveries, process express mail into an automated tracking system and prepare outgoing express mail for delivery by using outbound package tracking systems for Federal Express (FedEx), GLS, United States Postal Services (USPS), and United Parcel Service (UPS).

10% Business Services Office Support (E)

- Assist and back up the Mailing Machines Operator (MMO) II with mail metering and processing.
- Assist with inserter and folding machine projects including but not limited to picking up boxes from Digital Print Services (DPS) and keeping accurate records of work performed.
- Assist the Records Imaging Services (RIS) unit with prepping of documents. Provide backup to other units within the BSO as needed.

5% Routine Vehicle Safety Maintenance (E)

- Perform daily routine safety checks on delivery vehicles, such as checking for flat tires, gas, oil, etc. Report any repairs or maintenance as needed. Track mileage into a logbook. Fill the gas tank at specified gas stations using DGS gas card and keep a State issued cell phone with you while away from headquarters.

5% Other Related Duties (M)

- Setup and tear down table and chair configurations in the Hearing Room. Move boxes within the mailroom and when necessary, deliver them to clients. Use photocopy, fax, and other office related equipment during business. Organize and maintain the mailroom and search for mail delivery information upon client request.

B. Supervision Received

The OT (G) is supervised by the BSO I (Supervisor) but may also receive assignments and direction from the BSO II (Supervisor) Office Services Supervisor (OSS) III, Supervisor I, II or Manager II.

C. Supervision Exercised

None.

D. Administrative Responsibility

None.

E. Personal Contacts

The OT (G) has frequent contact with employees and clients at all levels including the DCA, USPS, FedEx, GSO, UPS and other various vendors and state agencies.

F. Actions and Consequences

The OT (G) handles the most time sensitive and highly confidential material daily which must be distributed the same day of receipt. Untimely or misrouted delivery could result in the department's inability to appropriately license individuals and adversely impact businesses and ultimately consumers. Failure to implement and maintain effective procedures and practices could result in a confidentiality breach; important deadlines missed and disruption to the day-to-day operations of the unit and the department. Failure to follow rules of the road, keep a clean driving record or fail the defensive driving course could result in personal danger and be a liability for the department. Failure to follow the DCA's Fleet Users policy will result in DCA not being compliant with all laws, rules, regulations, and policy directives concerning the management and use of state-owned and leased vehicles and fleet cards.

G. Functional Requirements

The incumbent works 40 hours per week and must have the ability to lift mail buckets and boxes that may weigh up to 55 pounds each onto a handcart and/or pallet jack and push around to the Department of Consumer Affairs offices. The incumbent must also be able to lift mail buckets, boxes and hand carts that may weigh up to 55 pounds each into and out of vehicles for mail delivery/pickup. The position also requires driving, bending, stooping, reaching, walking, sometimes performing these actions outdoors in inclement weather, and standing for long periods. The incumbent is also required to keep multiple, complex and accurate logs regarding mileage, gas, routes, express mail, interagency mail etc.

H. Other Information

Regular and consistent attendance is required for this position.

A valid California driver's license and a clean driving record are required. The incumbent shall participate in Department of Motor Vehicles' Employer Pull Notice Program (EPN), which is a process for providing the Department with a report showing the driver's current public record as recorded by the Department of Motor Vehicles, and any subsequent convictions, failures to appear, accidents, driver's license suspensions, driver's license revocations, or any other actions taken against the driving privilege or license, added to the driver's Department of Motor Vehicles record. Incumbent must attend and pass a defensive driver's class upon hiring and 4 years thereafter or as necessary. The incumbent must maintain a State issued cell phone, have it turned on and be responsive to calls while away from Department of Consumer Affairs Headquarters.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Classification

Revised: 04.24.2026