

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing) - OT(T) (0.5)

POSITION NUMBER:

892-1139-XXX (0.5) Proposed

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD-Children's Residential Program

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

San Jose Children's Residential Regional Office

SUPERVISOR'S NAME:

Rocio Samara

SUPERVISOR'S CLASS:

Office Services Supervisor II (OSS II)

SPECIAL REQUIREMENTS OF POSITION (*CHECK ALL THAT APPLY*):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (*Explain below*)
- ☐ None
- ☒ Other (*Explain below*)

Subject to fingerprinting and criminal record clearance by Department of Justice and Federal Bureau of Investigation. Ability to lift and carry 10 lbs.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (*Check one*):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Children's Residential Program to protect and improve the lives of all youth who reside in a community care facility through the administration of a transparent licensing system that is collaborative, fair, and supportive of families.

CONCEPT OF POSITION:

Under the direction of the Regional Manager, Office Services Supervisor II (OSS II) or designee, the Office Technician - Typing (OT(T)), regularly performs a variety of the most difficult support duties and is expected to consistently exercise a high degree of initiative, independence of action, originality and good judgement in performing assigned tasks. The position requires sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgement and the ability to communicate effectively are of primary importance.

A. RESPONSIBILITIES OF POSITION:

The OT (T) provides support services to office staff, including but not limited to typing reports and correspondence, answering telephone calls, and gathering and compiling information for statistical and other reports. In addition, the OT (T) may provide functional guidance in training and assisting less experienced employees. The OT (T) may perform the following duties:

35% Prepares and maintains a wide variety of regional office statistical reports and logs such as travel, civil penalty, operational expense and equipment, and mileage reports on a routine basis, using Word and Excel software and/or other departmentally approved software programs. Collect and track data, type reports, and submit to the Program Office and other departments. Maintain an electronic and/or hardcopy filing system. Ensure easy retrieval of all data and documents for use by regional office management.

25% Provides support services to office management, including but not limited to preparing correspondence, independently utilizing a wide knowledge of vocabulary, grammar and spelling. Process documents for approval and signature. Track and follow-up on documents in the approval and signature process to ensure that established due dates are met.

10% Provides back-up support to other support staff in the regional office, including but not limited to filing, answering the phones, faxing and photocopying.

10% Maintains personnel files and attendance records via an established filing system. Processes the timesheets for all staff assigned to the regional office, and completes attendance reports.

5% Operates and maintains various types of office equipment, such as personal computers, individual and multi-function printers, fax machine, scanner, postage equipment, etc.

5% Maintains office supplies - monitors office supplies, reviews supply requests and, with management approval, orders supplies using the CAL-Card, AA18 or GEN1181. Tracks major and minor equipment expenditures.

5% Performs office equipment coordinator duties and Personal Computer Administrator duties, utilizing computer systems and databases such as SharePoint and Excel, an electronic and/or hardcopy filing system to track assigned equipment. Responsible for logging new equipment received, and using the established protocol to dispose of equipment that is no longer in use. Occasionally communicates with the Property Unit via telephone or email.

5% Special projects as assigned.

B. SUPERVISION RECEIVED:

Receives direct supervision from the Regional Manager or Office Services Supervisor II.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

Interacts with all office staff and has telephone and personal contact with representatives of other Departmental units, outside agencies and the general public.

E. ACTIONS AND CONSEQUENCES:

Inability to plan appropriately and direct emphasis to the highest priorities may result in critical assignments exceeding deadlines. Inappropriate or delayed responses to written or verbal requests for information may result in adverse criticism from the public, legislators, other agencies, etc.

F. OTHER INFORMATION:

The OT (T) must be able to assist with workload demands within the office and must use good judgment in accurately evaluating situations and taking effective action. The OT(T) works with confidential and sensitive information and is expected to maintain the confidentiality of information accessed during the course of their duties.