



Duty Statement

Request for Personnel Action (RPA) Number 2627-00237	Effective Date
Classification Title Office Technician (Typing)	Position Number 564-182-1139-002
Working Title Administrative Support	Bureau and Section BHRB / Personnel Services Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the direction of the Administrator I, Employment Processing and Transportation Services (EPTS) Unit, and with the guidance of an EPTS Lead, the incumbent performs a variety of administrative and clerical service functions in support of Personnel Services Section operations. The incumbent serves as a primary point of contact through the Personnel Help Desk by assisting employees, supervisors, managers, applicants, and business partners with Personnel and transportation-related inquiries via the public service window, telephone, and help desk email.

Duties include customer service at the Personnel lobby service windows; answering phone calls and emails; creating, processing, filing, and assembling documents and packages; supporting badging operations in coordination with the Badging Coordinator; entering, updating and maintaining employee personnel information in applicable personnel systems; assisting with pre-employment and onboarding activities for employees and vendors; and providing general administrative support to EPTS, the Personnel Services Section, and customers. The incumbent provides general administrative support to multiple EPTS and Personnel Services Section programs, including Official Personnel Files (OPFs), and transportation programs. Duties require the use of various Personnel-related systems and Microsoft Office applications and require sound judgement while handling confidential and sensitive information. Assignments require the incumbent to work independently and as a team member, providing excellent customer service, strong organizational skills, the ability to prioritize competing workloads, and effective collaboration with internal and external stakeholders.

Essential Functions

Percentage	Description
40%	Personnel Help Desk & Customer Service Act as primary contact for the Personnel Help Desk by responding to and routing personnel and transportation-related inquiries received in-person, over the phone, and through the shared Help Desk email mailbox. Provide accurate information, guidance, and referrals by interpreting and applying applicable federal and state laws, departmental policies, procedures, and established guidelines. Escalate complex or sensitive matters to the appropriate program area as needed. Receive and process sensitive documents including personnel documents, employment verification requests, and other confidential matters. Accept deliveries, maintain lobby resources, process Regional Transit (RT) passes and reconciliation, and perform general administrative support functions while ensuring confidentiality and excellent customer service. Process highly sensitive documents such as job and exam applications, benefits forms, personnel-related records, and other personal/confidential documents.
30%	Personnel Operations Support Provide administrative support for personnel operations by utilizing and/or pulling Personnel reports, the State Controller's Office (SCO) system, and other Personnel systems and resources and Microsoft Office applications. Support personnel processing activities including hiring, onboarding, Official Personnel File (OPF) maintenance, document processing, employment verification requests, log maintenance, and

