

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

800-880-1139-004 - Proposed

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

CCLD/CRP/Sacramento Program Office

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

CRP/Administrative Unit

SUPERVISOR'S NAME:

Justin Brazil

SUPERVISOR'S CLASS:

Supervisor I

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)

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:

The core mission of the Children's Residential Program is 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. The roles and responsibilities of the licensing division include prevention, compliance, and enforcement.

CONCEPT OF POSITION:

Under the direction of the Supervisor I, the Office Technician (Typing) (OT) (T) performs a variety of administrative and clerical support duties for the Children's Residential Program. The OT prepares, edits, formats, proofreads, and finalizes correspondence in accordance with Departmental guidelines, policies and procedures. The OT (T) will also log, track, and monitor controlled correspondence, maintain various tracking logs and other assorted controls. The OT (T) serves as a liaison between program management and internal and external stakeholders regarding controlled correspondence, answers and directs calls to appropriate staff, takes accurate messages; and performs other clerical and administrative duties in support of program operations while ensuring the confidentiality of sensitive information.

A. RESPONSIBILITIES OF POSITION:

40% Provides a variety of clerical and administrative support activities which include typing complex and sensitive correspondence, originating and/or receiving, reviewing, editing, formatting and routing correspondence, maintaining control logs, and calendaring deadlines to ensure timely follow-up. Is responsible for applying the State Correspondence Manual and Style Guide contained therein.

20% Maintains, files and recalls a wide range of material which include administrative memos, legal action files, problem facilities files, and a wide variety of subject area files.

10% Serves as the primary point of contact for correspondence coordination and document version control related to correspondence between the Children's Residential Program (CRP) Office, CRP Regional Offices, and/or the public. The OT (T) reviews documents for accessibility compliance, when applicable.

10% Answers telephone calls from the public or program staff, responds to inquiries or transfers calls to appropriate staff, and receives visitors. Receives, date stamps, sorts, reviews, and logs all incoming and outgoing mail. Takes accurate and complete messages on inquiries and directs them appropriately.

10% Performs other job-related duties as assigned to support program operations.

5% Arranges and coordinates meetings by scheduling participants, reserving conference rooms, and preparing or distributing meeting materials, as assigned.

5% Maintains and updates statewide CRP staff and other controlled correspondence-related distribution lists.

B. SUPERVISION RECEIVED:

The Office Technician (Typing) reports to the Supervisor I (or designee).

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The Office Technician (Typing) has daily contact with staff in other units of the Division and the Department of Social Services. There are also telephone contacts with community care providers, community care clients, legislators and their staff, the general public, private agencies and members of the press and electronic media. Calls must be handled tactfully to ensure that good working relations and public relations are maintained.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgement in handling sensitive and confidential phone calls and/or correspondence could result in the release of information in violation of the law. Correspondence from the Governor's Office, Executive Secretariat and Division must be completed in a timely manner. Failure to handle these contacts promptly could cause poor public relations.

F. OTHER INFORMATION:

The Office Technician (Typing) must have good interpersonal skills and be able to work well under pressure. Upon request of the Program Administrator and/or Assistant Branch Chief, the Office Technician (Typing) is required to contact regional offices to request information or provide instruction.