

Classification Title: Support Services Assistant (General)	Branch/Division/Bureau: Executive Operations
Working Title: Support Services Assistant (General)	Office/Unit/Section/Geographic Location: Office of Insurance Diversity and Innovation/Insurance Innovation Program/ Sacramento
Position Number (13 Digit): 413-121-1432-901	Conflict of Interest Position: ☒ NO ☐ YES
Employee Name:	Effective Date:

BASIC FUNCTION:

Under the supervision of the Chief of the Office Insurance Diversity and Innovation (Exempt), and guidance from the designated employee, the Support Services Assistant, General (SSA), provides reasonable accommodation support associated with work-related activities to assist a designated employee with physical disabilities in performing necessary job assignments. The SSA is responsible for effectively assisting the employee who has limited use of their hands with duties which include but are not limited to; writing notes and typing out documents and emails, while the designated employee dictates; assisting the designated employee in scrolling, mousing, editing, formatting, completing, and organizing forms and documents, and entering information in search engines or online information databases to assist with finding information that the employee is researching as part of their assigned duties and responsibilities.

Some travel is required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.). The SSA will be responsible for assisting the designated employee with picking up work equipment and materials from the office and transporting various items for travel, including but not limited to a laptop, files or other work materials and/or personal items for overnight travel, etc.

ESSENTIAL FUNCTIONS

50% Provides timely scribing assistance with editing and formatting documents utilizing Adobe Acrobat, and Microsoft Office programs such as Word, Excel, PowerPoint, CoPilot, SharePoint, and Outlook. The designated employee will dictate the information that the incumbent would type in emails and various documents. Some of these documents may include legal memoranda, actions, legal opinions, analysis of legislation, and other legal analysis.

30% Assists the designated employee by typing search terms or phrases that are dictated to the incumbent in applicable internet-based information databases or information systems, including, but not limited to Westlaw, Lexis Nexis, Concur, CalATERS, internet search, etc. Scrolls and/or manipulates the mouse and documents that the designated employee is reviewing so that the designated employee may analyze the information.

ESSENTIAL FUNCTIONS DUTY STATEMENTHRM-025

As needed and deemed appropriate, the incumbent may copy and paste items as instructed by the designated employee.

- 10%** Assists with meeting preparations by setting up laptop, monitors and/or video conferencing equipment, writing or copying meeting notes and agendas or other tasks related to meetings, briefings, hearings, or presentations. Based on operational needs, this may include traveling to assist the designated employee with attending meetings, briefings, hearings, or presentations.
- 5%** Provides simple clerical assistance to the designated employee, which includes typing information on documents and data entry on to spreadsheets or within information systems that will be used to complete timesheets, travel booking and reimbursement claims, and data entry of various documents to include handling confidential or sensitive information.

MARGINAL FUNCTIONS

- 5%** Performs other job-related support services or duties as assigned.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Due to the nature and operational needs of the position, the incumbent may be required to work outside of normal business hours.
- Ability to work in a high-rise office building.
- Ability to transport documents and/or equipment up to 40 lbs., i.e. laptop computers and related equipment.
- Ability to load luggage or other personal items weighing up to 25 lbs. into vehicles or airplane overhead compartments.
- Ability to set up laptop with input devices, and connect to an in-place monitor during in office work.
- Teleworking employees may be required to report to their headquarters office location on designated telework days. Travel expenses are not reimbursed, however other authorized transit subsidies do exist for those who qualify.

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

Printed Name

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