

DUTY STATEMENT

DS 3022 (08/2026)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
OPERATIONS
WAIVER AND RATES DIVISION**

DUTY STATEMENT

JOB TITLE: Office Technician (Typing)**POSITION #:** 472-537-1139-001**WORKING TITLE:****EMPLOYEE:**

POSITION DESCRIPTION: Under supervision of the Deputy Director, Waiver and Rates Division, Department of Developmental Services (Department), the Office Technician is responsible for providing administrative support to relieve the Deputy Director and Branch Managers of a variety of administrative detail. The work typically requires a high level of responsibility and detailed knowledge of the programs, policies, and activities of the Division.

SUPERVISION EXERCISED: None.**SUPERVISION RECEIVED:** Under supervision of the Deputy Director.**EXAMPLES OF DUTIES:**Essential Job Functions:

- 35% Performs branch support functions independently and makes decisions based on a variety of data and information regarding the Program Operations Branch (POB) and the sections within the branch. Works directly with the public using phone and email while providing excellent customer service. Maintains electronic files for administrative requests, including, but not limited to, training requests and electronic correspondence for the Branch Manager and Section Chiefs.
- 30% Reviews and compiles employee time sheets while serving as the timekeeper; prepare attendance reports; distributes and tracks personnel paperwork, including probation reports, Individual Developmental Plans, and Requests for Personnel Action. Maintains confidential information as required at this level, and carries out duties with the highest level of responsibility and effectiveness.
- 15% Provides support services to professional and technical staff; develops and types written correspondence, reports, charts, and other documents using a computer; reviews and edits all completed correspondence, reports, and materials for format, content, and grammar, ensuring that such documents conform to the Department's Written Communications Manual. Effectively communicates information to, and consult with, staff at all levels, both within and outside the

Department. Set up virtual meetings and reserve conference rooms when necessary, using the Department's email system.

- 10% Makes travel and lodging arrangements, including the preparation of authorizations, travel claims, travel advances, and other related activities; maintains a log of travel activity and claims. Sets up and schedule meetings, and provides information in response to inquiries from staff and persons outside the section.

Marginal Job Functions:

- 10% Assists division secretary with various administrative support duties, such as preparing correspondence, reports, memorandums, program advisories, and travel arrangements/claims; distributes mail; and schedules telephone coverage and backup support for phones. Other duties as assigned within the scope of the classification."

WORKING CONDITIONS: Open-spaced, partitioned, and walled offices. Short timelines and due dates, high-volume of telephone workload. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Modern office methods, supplies and equipment; professional correspondence; principles of effective training.

Ability to: Experience working with all levels of management; handle issues with open-mindedness and tact; establish cooperative working relationships with staff at all levels both within and outside the Department.

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

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POSITION #: 472-537-1139-001

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.