

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT San Jose Area		DIVISION Golden Gate Division			
CIVIL SERVICE CLASSIFICATION TITLE Office Assistant (Typing)		BARGAINING UNIT R04	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-340-1379-002		CURRENT DATE 7/28/2026			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO	CONFIDENTIAL DESIGNATION ☐ YES ☒ NO	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY			
		APPROVED BY			DATE

FUNCTION OF POSITION

Under the general supervision of the Office Supervisor II (General), the Office Assistant (Typing) is responsible for performing as the Front Desk Receptionist for the San Jose Area office. Some of the responsibilities listed below are shared with another Office Assistant (Typing).

SUPERVISION RECEIVED

The Office Assistant (Typing) reports directly to and receives the majority of their assignments from the Office Services Supervisor II (General). However, direction and assignments may also come from the Lieutenant and/or Captain.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

The Office Assistant (Typing) will also provide back-up and be cross-trained for all other Office Assistant (Typing) desks.

SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

35%	Courteously and professionally answer and screen incoming telephone calls from the public, other Area Offices, and allied agencies. Maintain an accurate accounting of the Area staff location and availability. Obtain pertinent information from callers in order to direct calls to the proper Area personnel and/or provide information and/or assistance using available resources. Take down and deliver messages for all Area office staff. Check the status of stored vehicles via WebMS or the California Automated Reporting System (CARS) for collision report requests via telephone or at the front counter. Provide backup coverage to other clerical positions as necessary. Provide Clerical support to Field Officers/Area Personnel in the pulling and copying of needed reports. Using the computer the receptionist will check the status of a stored vehicle via WebMS or CARS for a collision report via telephone or at the front counter.
35%	Greet and assist visitors at the reception counter directing them to the proper Area personnel. Schedule child car seat and Vehicle Identification Number (VIN) appointments; provide subpoena service and assist vendors for deliveries. Process outgoing mail, assist with incoming mail, accept and sign for incoming mail/packages via the United States Postal Service (USPS) or couriers. Ensure items sold are only released to a proper party of interest as outlined in HPM 11.1, Chapter 4, Administrative Procedures Manual - Miscellaneous Sales - Transmittal of Collections, and GO 110.2, Release of Collision Information. Review completed counter receipts and credit card transactions forms for accuracy. Issues receipts for photograph sales and route requests to the Accident Investigation (AI) officer or AI Clerk for further processing; issue receipts for automotive sales, fingerprints, school bus certificate(s) and/or other equipment as instructed. Maintain copier machine and associated supplies, toner and staples, and appointments for service. Organize and refill all levels of paper on the fax, printer and copy machines on an daily basis, hourly if needed.
20%	The receptionist is also responsible for miscellaneous sales such as a collision reports, arrest reports, Public Records Act (PRA), and stored vehicle reports or publications. Print a copy of completed collision report, prepare a counter receipt (white copy) which is attached to the requested collision report. The report and the original receipt are then mailed to the requester. Endorse the back of all checks with the department bank stamp and reconcile the checks with counter receipts (yellow copies). At the end of the shift the receptionist will complete a Daily Countdown Sheet to document the sales transaction. The receptionist will submit Daily Countdown, checks and receipts to the Office Technician to be verified and secured. Maintain an "Incomplete" pending file which contains requests for collision reports which are not yet ready for

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sale. The requests are kept in numerical order by month and date so they can be located for status inquiries by requesting parties of interest. Check the status of collision reports daily in the "Incomplete" pending file for collision reports which have become available for sale. If a collision report cannot be identified (Unable To Locate) for a request, a CHP 248, Response to Accident Report/Photographic Request, is completed and sent back to the requester with their correspondence and check. If the collision report was taken by another California Highway Patrol (CHP) office, police department or Sheriff's Office, the request is forwarded to the appropriate office and a CHP 248 is mailed to the requester advising them of the disposition of their request. Assist accident report clerk with accident report processing, mail requests for reports and photographs as needed and when possible. Obtains report numbers and prepares receipts as needed.

5%

Primary Back Up for the Arrest Desk

Non-Essential Functions

5%

Other duties, within the scope of the classification, as assigned.

TOTAL 100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME

EMPLOYEE'S SIGNATURE

DATE

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME

SUPERVISOR'S SIGNATURE

DATE