

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Technician – Typing Permanent Intermittent	<i>Data Processing Operator PI</i>
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-602-1139-906
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Information Management Group I/II – Units 1-6	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Document Management Division	Office Services Supervisor II
BRANCH:	REVISION DATE:
Administration	6/1/2026
Duties Based on: ☐ FT ☐ PT– Fraction _____ ☒ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the general supervision of an Office Services Supervisor II (OSS II), the Office Technician (Typing) (OT-T) performs a variety of clerical, typing, and data-processing duties requiring considerable independence, accuracy, attention to detail, and the ability to apply established procedures and business rules. The incumbent reviews, processes, and updates employer-filed returns and remittance documents using multiple automated systems, including data capture applications and the Accounting and Compliance Enterprise System (ACES). Duties include preparing and updating records, typing and processing correspondence, correcting routine errors, and ensuring accurate data entry and document processing in accordance with departmental procedures and established guidelines. The OT-T reviews exception messages, identifies routine discrepancies, and processes corrections by entering or updating information in systems in accordance with established procedures. The incumbent also participates in activities related to testing new or revised workloads and systems. The incumbent must exercise sound judgment, maintain confidentiality when handling sensitive employer and claimant information, and consistently meet established production and accuracy standards. Due to strict	

Civil Service Classification

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processing timeframes and fluctuating workload levels, the incumbent may be required to work a flexible schedule and occasional overtime.

Percentage of Duties	Essential Functions
45%	Performs complex data entry and verification of remittance and non-remittance documents with a high degree of independence. Interprets system messages, identifies and corrects errors, and ensures accurate data capture in accordance with established business rules and procedural requirements. Processes electronic images and paper documents using multiple software applications and automated systems. Apply strong attention to detail to safeguard the confidentiality and integrity of sensitive claimant information. Maintains required production and accuracy standards while working with minimal direct supervision.
20%	Reviews routine exception messages, research queue items, and “out-of-balance” conditions. Uses ACES and related systems to locate employer account information, verify records, and identify discrepancies. Makes routine corrections and updates employer account data in accordance with established procedures. Refers unresolved or complex issues to appropriate staff for further review.
15%	Review processed documents and system records to ensure accuracy and completeness. Identifies discrepancies in wage, contribution, and employer account information and performs routine corrections. Maintains accurate records and supports proper posting and allocation of employer payments and wage information within established guidelines.
15%	Participate in testing activities related to new or revised workloads, systems, and procedures. Assists with clerical support tasks such as organizing documents, preparing batches, scanning, and maintaining logs. Reports routine processing or system issues to supervisory staff as directed.
5%	Provides clerical support for other Document and Information Management Center (DIMC) operational functions as needed to assist with workflow continuity and timely completion of departmental assignments. Duties may include mail handling, document preparation, batching, scanning, filing, and other routine clerical support activities. Adapt to changing workload priorities and performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.***Type of Environment:**
☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:
Interaction with Customers:

☐ Required to work in the lobby ☐ Required to work at a public counter
☐ Required to assist customers on the phone ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)		
<i>Click here to enter text.</i>		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	PMG Analyst Initials FNB	Date Approved 7/28/2026
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file