

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Contra Costa 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 388-320-1379-022		CURRENT DATE 08/31/2026		
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 Services Supervisor I, the Office Assistant (Typing) is responsible for front counter receptionist, answering phones, and providing general office clerical support for the Contra Costa Area office.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Office setting, business casual, fast paced environment.

SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

- 50% 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.
- 40% Greet and assist visitors at the reception counter directing them to the proper Area personnel. Schedule child car seat and 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. Responsible for miscellaneous cashiering and sales duties, such as the sale of collision reports, stored vehicle reports, or publications. Ensure items sold are only released to a proper party of interest as outlined in HPM 11.1, Chapter 4 and GO 110.2. Review completed counter receipts and credit card transactions forms for accuracy. Reconcile daily cash/check receipts and daily receipts log. Issues receipts for photograph sales and route requests to the Accident Investigation 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.
- 5% 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.

Non-Essential Functions

- 5% Other job-related duties within the scope of the classification, as assigned.

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TOTAL	100%	
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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
Leo De Guzman		