

## POSITION STATEMENT

| 1. POSITION INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| CIVIL SERVICE CLASSIFICATION:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | WORKING TITLE:                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Office Technician (Typing)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <i>Office Technician (Typing)</i>                                                                                                                                                                                                                                                                                                                                                                                                              |
| NAME OF INCUMBENT:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | POSITION NUMBER:                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 280-226-1139-001                                                                                                                                                                                                                                                                                                                                                                                                                               |
| OFFICE/SECTION/UNIT:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | SUPERVISOR'S NAME:                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>ARU 226 - Fresno</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <i>Click here to enter text.</i>                                                                                                                                                                                                                                                                                                                                                                                                               |
| DIVISION:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | SUPERVISOR'S CLASSIFICATION:                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Field Operations Division</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Disability Insurance Program Manager III                                                                                                                                                                                                                                                                                                                                                                                                       |
| BRANCH:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | REVISION DATE:                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Disability Insurance Branch</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 10/9/2019                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2. REQUIREMENTS OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Check all that apply:</b><br><div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required<br/> <input type="checkbox"/> May be Required to Work in Multiple Locations<br/> <input type="checkbox"/> Requires DMV Pull Notice<br/> <input type="checkbox"/> Travel May be Required         </div> <div style="width: 50%;"> <input type="checkbox"/> Call Center/Counter Environment<br/> <input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check<br/> <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)<br/> <input type="checkbox"/> Other (<i>specify below in Description</i>)         </div> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Description of Position Requirements:</b><br>(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3. DUTIES AND RESPONSIBILITIES OF POSITION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Summary Statement:</b><br>(Briefly describe the position's organizational setting and major functions)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Under general direction, the Office Technician performs the more complex clerical support assignments such as: office travel and supply and equipment coordinator, processes Independent Medical Examination billing notices, composing and typing letters. Exercises a high degree of initiative and independence in performing assigned tasks. Handles complex correspondence that may be sensitive or confidential in nature and is responsible for establishing and maintaining office filing systems. Represents the manager and the office in contacts with the public as the office receptionist and/or as the manager's secretary. May perform or oversee duties of the attendance and/or supply clerk.                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Percentage of Duties</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Essential Functions</b>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 35%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Performs a variety of clerical support assignments, reviews and edits complex correspondences, memorandums, reports, and assists in the development of letters and forms for local office use. Uses the Employment Development Department Correspondence Guide and the Gregg Reference Manual to ensure consistent, professional documents. Provides clerical support for more complex personal computer-based projects, and assists with work |

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|                                                                                                                                                                                                                                                                                                                                                | assignments, work review for accuracy and timeliness, and training less experienced employees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 25%                                                                                                                                                                                                                                                                                                                                            | Processes or oversees processing of office attendance records including, but not limited to, daily attendance records, monthly payroll summaries, appointment and separation documents, status change requests, bilingual pay certification forms, and intermittent hours. Recognizes and advises management of discrepancies or areas of concern. Understands and adheres to rules and procedures regarding confidentiality of Department records, system access, and individual passwords, including the confidential handling, processing, and storage of all office personnel records. |
| 10%                                                                                                                                                                                                                                                                                                                                            | Ensures proper processing Independent Medical Exams (IME) requests and bills, processing general invoices, and handling confidential personnel documents, and acts to resolve any invoice or billing discrepancies. Acts as travel claim coordinator processing all requests for travel advances, and processes travel expense claims for reimbursement in accordance with current Travel Handbook policies and procedures.                                                                                                                                                                |
| 10%                                                                                                                                                                                                                                                                                                                                            | Communicates with both the public and members of the staff in an effective and professional manner. Represents the manager and the office, as a receptionist.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Percentage of Duties</b>                                                                                                                                                                                                                                                                                                                    | <b>Marginal Functions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5%                                                                                                                                                                                                                                                                                                                                             | Acts as lead and/or supply clerk, initiates, and pursues purchase requisitions that are more complex.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5%                                                                                                                                                                                                                                                                                                                                             | Oversees the maintenance of office equipment and supply inventories, ordering, stocking, and record keeping duties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5%                                                                                                                                                                                                                                                                                                                                             | Assists management in special studies and projects in the gathering of data for statistical and analysis reporting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5%                                                                                                                                                                                                                                                                                                                                             | Performs other duties as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Standing: Occasionally - activity occurs < 33%                                                                                                                                                                                                                                                                                                 | Sitting: Continuously - activity occurs > 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: <i>Click here to enter text.</i>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Type of Environment:</b><br><input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Interaction with Customers:</b><br><input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter<br><input checked="" type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person<br><input type="checkbox"/> Other: |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>5. SUPERVISION EXERCISED:</b><br>(List total per each classification of staff)                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| N/A                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>6. SIGNATURES</b>                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Employee's Statement:</b><br><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:                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

**Civil Service Classification**  
Office Technician (Typing)

**Position Number**  
280-226-1139-001

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------|--|
| Employee's Signature:                                                                                                                                                                                                                                                                                                                                                                                          |                      | Date:         |  |
| <b>Supervisor's Statement:</b><br><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:         |  |
| <b>7. HRSD USE ONLY</b>                                                                                                                                                                                                                                                                                                                                                                                        |                      |               |  |
| <b>Classification and Pay Group (CPG) Approval</b>                                                                                                                                                                                                                                                                                                                                                             |                      |               |  |
| <input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.<br><br><input type="checkbox"/> Exceptional allocation, STD-625 on file.                                                                                                                                                                                                                                        | CPG Analyst Initials | Date Approved |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                | AF                   | 9/1/2026      |  |
| <b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i><br><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><br><br>List any Reasonable Accommodations made:<br><br><br><br><br><br><br><br><br><br> |                      |               |  |

**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