



Classification: Office Technician (Typing)
Position Number: 880-550-1139-023

DUTY STATEMENT

☐ CURRENT

☒ PROPOSED

RPA Number: 26-550-027	Classification Title: Office Technician (Typing)	Position Number: 880-550-1139-023
Incumbent Name: Vacant	Working Title: Office Technician (Typing)	Effective Date: TBD
Tenure: Permanent	Time Base: Full-time	CBID: R04
Division/Office:01 Division of Financial Assistance		Section/Unit: Office of Operator Certification (OOC)
Supervisor's Name: Valerie Gregory		Supervisor's Classification: Supervisor I

Human Resources Use Only:

HR Analyst Approval: *Tammy Putnam*

Date: 9/1/2026

General Statement

Under the supervision of the Supervisor I and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.

Position Description

The Office Technician (General) (OT) Performs a variety of clerical support tasks in a fast-paced, high producing, and cooperative environment.

Essential Functions (Including percentage of time):



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35%	Receive, manage, record, and prepare payments for deposits to Accounting Services Section. Input payment information into OOC databases. Receive, endorse, and process accounting reports. Prepare letters of response for incorrect or insufficient fees and deficient applications. Input, maintain, and update examination, certification, and renewal applications and statuses within OOC databases. Prepare and issue certifications, examination letters, and renewals. Upload examination information to the computer-based testing database. Receive and date stamp all correspondence received. Separate items by category, locate operator file and attach items received. Route to corresponding unit for further processing.
20%	Verify completeness of incoming applications by comparison of checklist and application received. In accordance with regulations, provide verbal and written responses to inquiries regarding regulations, application and renewal processes, deadlines, fees, schedules, payments, certificate status, and procedures. Field phone calls and respond to general email inbox messages and voicemail inquiries. Answer OOC phone line to provide general information or route to appropriate analyst, division, and department. Manage and maintain the files located in the file room, which includes operator files (active & inactive) and wastewater treatment plant files, contract operator and plant classification files.
20%	Input approved applications and status in OOC databases. Aid with preparation of management reports that include payment details and statistical information.

Marginal Functions (Including percentage of time):

20%	Provide support functions to the section by performing a variety of clerical tasks. Work closely with various managers, analysts, and division staff in completing special projects such as mass mailings. Proofread documents and make required corrections in spelling, grammar, and punctuation. Follow written and verbal instructions.
5%	Perform other duties as required.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone and a keyboard for extended periods of time. Ability to lift 15 pounds and retrieve files and/or documents.

Typical Working Conditions:

The incumbent works in a high-rise office building. The work schedule is Monday through Friday. Telework and hybrid workspace options may be available based on operational needs.

Supervisor Statement



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I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date