

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Office Technician (Typing)	HEADQUARTERS: Mather Building A
PROGRAM/UNIT: Response Operations / Fire & Rescue / Fire Administration / Fire Administration/Reimbursement	POSITION NUMBER: 163-350-1139-002 / 11681	CBID: R04
TENURE: Permanent	TIME BASE: Full-time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Supervisor I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
The Office Technician (Typing) (OT (Typing)) is under the general direction of the Fire Administration/Reimbursement Supervisor I.
2. SUPERVISION EXERCISED:
None
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
This position requires the incumbent to work well with people from the public and private sector, to handle difficult and stressful situations in a calm and professional manner, and to work overtime and varied shifts during emergencies or other situations.
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
Contact and relationships are at all levels of city, county, state, federal government, business leaders, community leaders, policy makers, and committee members. The incumbent must have an in-depth working knowledge with Fire Administrators, Fire Chiefs, and/or Fire Officers and develop those relationships. All contacts, while networking ensure program success and will be at all levels.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
The consequence of error for this position will generally have an impact on the time, inconvenience to, and inefficiencies related to the Fire and Rescue operations branch. Total lack of judgment, numerous errors, or continual errors would not be suited for this type of work.
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.
Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the direction of the Supervisor I of the Fire Administration/Reimbursement Unit, the OT (Typing) must have a thorough knowledge of the related programs, policies, procedures, and administrative clerical duties. The incumbent must exercise a significant level of discretion in performing varied and complex tasks and assist with planning, response, and recovery activities for the branch to run efficiently. The incumbent must also use good organizational skills, handle multiple tasks, and meet constantly changing priorities and deadlines.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	ADMINISTRATION FUNCTIONS Screens incoming telephone calls and visitors while providing good customer service by giving timely responses to inquiries about the branch and informational requests. Maintains a filing system for the branch's related materials. Sorts and distributes internal and U.S. mail. Word-processes and edits a variety of letters and memorandums to various local, state and federal agencies. Edits, revises, and reproduces reports and forms for daily use. Assists with the production of charts, graphs, and text documents as required. Makes travel arrangements and reservations, schedules appointments and meetings for branch staff. Performs photocopying, document preparation, review, organization, routing, and distribution of internal documents including correspondence, contracts, agreements, etc. to other branches within the agency. Knowledge of federal, state, and local government business administration, budget processes, and management analysis is essential in order to accommodate the various practices of managing, processing, and analyzing of each event and/or venue for proper disbursement of multi-agency funding as it results from the various operations, training, and equipment expenditures.
20%	PROCUREMENT/PURCHASING Handles section's Purchasing Card purchases and sends completed vouchers to the Business Services Office for reimbursement. Creates all required internal forms and documents, obtains approval, gathers estimates and purchases branch supplies, goods and services. Tracks all purchases, reconciles, completes reports, and routes copies of invoices to Fiscal Services and other branches as needed. Ensures correct funding accounts and funding codes are utilized.
20%	TIMEKEEPING FUNCTIONS Performs complex timekeeping functions for Fire and Rescue Branch staff. Ensures correct funding accounts and funding codes are utilized. Gains understanding and interpretation of bargaining unit contracts for applying related timekeeping and time-off rules and policies. Assists staff with all month-end timekeeping forms and reports checking for completeness and accuracy. Audits and reconciles time documents and trains and ensures staff is

	adhering to policies and deadlines.
10%	REIMBURSEMENT CLAIMS Assists with the receipt, review, and process of F-42 reimbursement claims. The incumbent will conduct tasks of average difficulty reviewing reimbursement F-42 claims for accuracy and completeness. Detects missing claims, investigates, and facilitates submissions. Contacts appropriate agencies and organizations to correct problem claims. Develops and maintains a tracking document with F-42 claim information to assist with preparing reports to invoice submitted claims. Maintains the current F-42 and F-142 document claim tracking system, submits claims to correct agency and/or agencies for reimbursement, works with local governments and cooperative agreement agencies to resolve discrepancies and/or problems. Reviews and make recommendations to Fire and Rescue staff for corrective actions for non-compliant forms and documents submitted. Documents final reimbursement between state agencies, cooperative agreement agencies, Federal Emergency Management Agency (FEMA) – Department of Homeland Security, and other federal agencies and/or local government agencies. Assists program staff in sorting incident documents and generating invoices. Performs invoice scans daily to state and federal agencies, updates payment receipts, photocopying, document preparation, review, organization and distribution. Routes pertinent material to staff based on their areas of responsibility. Assists with recording committee meetings as necessary. Transcribes, types and distributes minutes for the California Fire Assistance Agreement (CFAA) and other committee meetings. Arranges for locations, prepares and distributes meeting notices, portfolios and agendas, oversees room set-up/clean-up, prepares and distributes meeting summaries, minutes and conference proceedings.
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	WEBSITE, DOCUMENT, BROCHURE, AND FORM DEVELOPMENT Reviews, updates, and assists in maintaining the Fire Branch website. Revises Fire Branch documents and reviews for format and readability, develops forms, templates, etc. Posts on the Fire and Rescue Branch webpage.
5%	BRANCH TRAINING COORDINATOR Attends Branch Training Coordinator meetings. Trains, reviews, and approves staff's Employee Training Requests ensuring the correct funding accounts and funding codes are utilized.
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☒	☐	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☒	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. -Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☒	☐	☐	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☒	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☒	☐	☐	☐	☐
KEYING: -Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: -Answering phones.	☐	☐	☐	☒	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: -Distributing mail; reports; stocking supplies.	☐	☐	☐	☒	☐
CLIMBING: -Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☐	☒	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☐	☒
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title