

**DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
DIVISION OF ADMINISTRATIVE SERVICES
LEGAL SUPPORT SERVICES
BUSINESS SERVICES UNIT
OAKLAND - DUTY STATEMENT**

NAME:

JOB TITLE: Office Technician (T) – MAILROOM

POSITION NUMBER: 420-032-1139-901

STATEMENT OF DUTIES: As a member of a legal support team, the Office Technician (OT) performs complex and technical duties in the mail room of the Office of the Attorney General. Under the general direction of the Supervisor I, and the immediate supervision of a Business Services Officer, the OT must be able to effectively carry out assigned tasks with minimal supervision, display independence, work in a team environment, possess strong communication skills and work well under pressure to meet short deadlines.

SUPERVISION RECEIVED: Reports directly to the Business Services Officer I (Supervisor).

SUPERVISION EXERCISED: None. May act as lead over other clerical staff, Seasonal Clerk(s), and Student Assistant(s).

TYPICAL PHYSICAL DEMANDS AND WORKING CONDITIONS: Interior workstation in a smoke-free environment. The Office Technician is regularly required to sit, stand, and walk for extended periods of time while opening, sorting, posting, and processing incoming and outgoing mail for legal and administrative staff. Required to lift to 40 lbs. on a daily basis (Std. 610 and Std. 910 required) and other physical tasks (e.g., bending, stooping, climbing, kneeling, reaching, twisting, pushing, pulling).

ESSENTIAL FUNCTIONS:

- 35%** Distributes incoming mail, collecting outgoing mail, affixing postage and depositing mail at correct sites. Processes all courier mail from other Attorney General's Offices statewide. Performs office mail deliveries and inside mail runs. Familiar with current U.S. Postal Service rules and regulations such as special postage rates, certified mail, registered mail and various other courier and messenger service functions. Processes legal documents received during the outside court runs to the Oakland U.S. District Court as well as other departments and agencies. Assists the BSO with contacting vendors regarding issues with the various mail equipment or may contact the U.S. Post Office to resolve problems or concerns. All duties are performed independently with minimal supervision.
- 25%** Utilizes various computer-based databases to accurately and timely input information for incoming and outgoing mail. Directly responsible for the maintenance and operation of complex mail room equipment such as the Pitney Bowes Connect postage machines.

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Operates and maintain all mailroom equipment. Assists with the postal expenditure reports, Unity Delivery tracking system reports. Assist with inventory archive boxes in storage, listing case file FAR form into Prolaw and Transfer List. Responsible for maintenance, retrieval delivery of case files to and from storage.

20% Collects all USPS mail at the loading dock and Post Office. Prepare all outgoing mail for shipment. Operates mail and package tracking device to ensure delivery and accountability of all incoming deliveries. Acts as Lead to Seasonal Clerk(s), Student Assistant(s), and Office Assistant(s) to ensure the tasks or projects are completed in a timely fashion. Ensures accuracy of all incoming and outgoing billing references such as GSO, FedEx, OnTrack, and messenger deliveries.

15% Provides back-up to support the single main public information, referral, and reception desk that services the entire office, using a high degree of independent decision making, sound judgment, diplomacy, tact and professional communication skills. Answer incoming phone calls, provide information on State government agency services and programs, direct callers to appropriate staff, take detailed, accurate messages or take other action as may be appropriate. Handle inquiries from the public via phone and in person about DOJ and government services and direct them to the appropriate resources within DOJ or at other agencies. Greet visitors and ensure that their access to secured areas is in accordance with security policies and procedures.

Receive Service of Process (legal pleadings served on the DOJ) and route court documents to appropriate staff. Coordinate messenger service for pleadings being filed by DOJ; ensure messenger request forms are complete and accurate; follow up with messenger services and resolve problems of delivery or return receipt. Requires knowledge of legal processes and attention to court deadlines as consequences can result in default judgments against the State.

MARGINAL FUNCTIONS:

5% Assist with special reports, events and projects; perform other business service/legal support functions such as Print Shop, and basic telecommunication tasks. Operates office equipment and machinery such as multi-function copiers, scanners, binding machines, drill press, heavy duty cutter, and electric pallet jack forklift.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

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☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor Signature

Date