

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Dublin 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 388-390-1379-003		CURRENT DATE 09/10/2026			
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 (Typing), the Office Assistant (Typing) is responsible for processing towed, stolen, and recovery vehicles. Assisting at the front counter and answering of incoming telephone calls. Primary back-up to the subpoena clerk for the Dublin Area.

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 Lieutenant and/or Captain.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

A demonstrated interest in assuming increasing responsibility.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

45%	Collect, review for accuracy, and process CHP 180, Vehicle Report, forms, which include vehicle storage, vehicle impounds, stolen vehicles, recovered vehicles, and locations of vehicles. Separate, organize, and type data to enter CHP 180 information into the California Electronic Record Tracking (CERT) or Microsoft Access database. Run the California Law Enforcement Telecommunications System (CLETS) to verify if information is correct, such as license plates, the registered owner, and addresses. Mail notices to the registered and legal owners. Contact owners of recovered vehicles by mail and/or telephone. Assign felony numbers, if applicable, in the Microsoft Excel database and file as required. Enter information from the CHP 180 forms into the Management Information System (MIS) and CERT. Audit CHP 180 forms to ensure all information was accurately entered. Send second party correction notices through CERT for towed, impounded, or stolen vehicles by typing a "change needed" message in CERT or notifying dispatch to correct CERT, CLETS, or the National Law Enforcement Telecommunications System (NLETS). Accept and answer telephone inquiries from citizens, allied agencies, and other CHP Areas, including dispatch, regarding the CHP 180 process and/or vehicles. Process insurance requests for CHP 180's and write up receipts if money is received. Process all mail requests for traffic collisions and photos daily. Complete the Uniform Crime Reporting (UCR) Report, National Crime Information Center (NCIC) Validation, and CHP136E, Vehicle Theft Report, monthly.
25%	Keeps an inventory of office and janitorial supplies for Area. Maintain all supply cabinets and storage areas in an orderly and safe manner with a stock of currently used items. Arrange for shipping of packages to Headquarters, Academy of other completed small business invoices. Keep accurate files of Credit Memos submitted and received. Serve as the Area's first-line contact for delivery representatives. Receive goods and signs shipping documents for all deliveries, opens boxes and distributes contents to the appropriate personnel. Upon receipt of supplies from vendors, assures the accuracy of the invoice by verifying receipt of items listed on the invoice. If there are discrepancies, work with the vendor directly and/or the Office Services Supervisor I, depending on the discrepancy, to resolve or reconcile. Maintain copiers and postage meter.
15%	Assist when required with courteously and professionally answer and screen incoming telephone calls from the public, other Area Offices, and allied agencies. 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. Provide backup coverage to other clerical positions as necessary. Provide Clerical support to Field

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	Officers/Area Personnel in the pulling and copying of needed reports.
10%	Back-up other clerical personnel as needed. Primary back-up for the Subpoena Clerk during absences. Assist when required with courteously and professionally answer and screen incoming telephone calls from the public, other Area Offices, and allied agencies. 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. Provide relief and/or assistance at public counter when required. 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.
	<u>Non-Essential Functions</u>
5%	Other job-related duties, within the scope of the classification, as assigned.
TOTAL	100%

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
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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
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