

DUTY STATEMENT

DS 3022 (09/2026)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
STATEWIDE CLINICAL SERVICES DIVISION
STATE OPERATED FACILITIES BRANCH
STABILIZATION TRAINING ASSISTANCE RE-INTEGRATION (STAR)**

DUTY STATEMENT

EMPLOYEE:

JOB TITLE: OFFICE TECHNICIAN (TYPING)

POSITION #: 472-710-1139-001

POSITION DESCRIPTION: The Office Technician (OT) provides general clerical support for the STAR residential and Crisis Assessment Stabilization Team (CAST) mobile crisis services. The OT will perform clerical work and use a high degree of independence and initiative in the performance of duties, maintaining awareness of deadlines and frequency of tasks without constant direction. The OT is responsible for working within the expected time frames and other mandated requirements.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Program Director.

EXAMPLES OF DUTIES: Maintains a safe and therapeutic environment which ensures respect, dignity and protects privacy, rights, confidentiality, and physical/emotional well-being of all individuals. This essential function will be ongoing when performing the following duties:

Essential Job Functions:

- 25% Serves as timekeeper for assigned staff, collaborating with Unit Manager, Senior Psychologist, or designee to complete all documents and forms related to timekeeping in a timely manner, following all Department and HR guidelines for timekeeping.
- 25% Answers and directs phone calls, visitors and takes messages, screening calls and directing calls to the appropriate person; assists in following up requests for information as needed; greets, screens and directs all visitors to the proper office; escorts employees and visitors to appropriate office; assists staff with state form submissions; answers general department questions, retrieves records, documents and information as appropriate; acts as liaison between departments, outside agencies and related organizations; and properly communicates relevant departmental changes and issues in a timely manner.

- 15% Reviews written materials for accuracy and conforms to the facility secretarial manual policies; prepares memos, letters, and reports as requested; utilizes department share drives and online state web resources to access forms, retrieve data and refer to applicable state policies and governmental codes; distributes department products digitally and manually as directed; takes minutes for various staff meetings and transcribes them in a timely manner; uses various desktop programs and software to prepare official and non-official documents as required; and operates a variety of office equipment and machines.
- 15% Types a wide variety of documents, forms, reports, memos, and minutes using typewriters and computers and uses various desktop programs and software to prepare official and non-official documents as required.
- 15% Establishes and maintains office filing system; opens and distributes mail; schedules meetings; photocopies documents; tracks and maintains program data such as client and personnel information and reports due dates, while maintaining safety and confidentiality; and attends and participates in training as required.

Marginal Job Functions:

- 5% Other duties as assigned within the scope of the classification.

Note: Percentages may vary based on operational needs.

WORKING CONDITIONS: Ongoing interaction with individuals with developmental disabilities (e.g., autistic spectrum disorder, intellectual disability) and severe behavioral (e.g., aggression, self-injurious behavior, property destruction, and elopement) and psychiatric conditions and symptoms (e.g. psychosis, mood disorders, PTSD, and suicidal ideation), as well as personnel and the general public. Potential exposure to communicable diseases, blood-borne pathogens and other conditions common to a clinical nursing environment. Extensive use of telephones and video data terminals. Works extended hours and/or varying shifts in various sites as required.

DESIRABLE QUALIFICATIONS:

Knowledge of: Policies, laws and rules related to department operations; handling sensitive and confidential records and information; distributing, tracking, and controlling documents and record processing to ensure confidentiality and completion of purpose; attendance tracking and reporting; and updating and maintaining filing and data management systems with accuracy and relevancy. Strong knowledge of office methods and equipment, such as fax machines, scanners, copy machines, and computers using applications included in the Microsoft Office Suite and various software programs is highly desired.

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Ability to: Perform clerical work; have excellent communication skills; follow oral and written directions; evaluate situations accurately and take effective action; type not less than 40 words per minute; maintain a positive relationship with a variety of personnel within the Department of Developmental Services and the center's staff; perform a variety of program-specific tasks and duties to support the administrative needs of the department; handle a variety of tasks, including all correspondence, ordering equipment and supplies; and possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement.

CERTIFICATION OR LICENSE: None.

Employee Name
(Print)

Employee Signature

Date

Supervisor Name
(Print)

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.