

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Clerical Support		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME Retaliation Complaint Investigation	
ASSIGNED SPECIFIC LOCATION Los Angeles			POSITION NUMBER 400-521-1139-349	
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the direction of the Deputy Labor Commissioner Supervisor (Senior Deputy), the Office Technician (Typing) regularly performs a variety of the most difficult office duties involving the administration of the Retaliation Complaint Investigation (RCI) program to provide timely and accurate support to the enforcement functions of the program. The incumbent independently performs duties including data entry, preparation of correspondence, and attendance reporting. This position requires detailed and sensitive public contact via telephone, email and regular mail.

Candidates must be able to perform the following essential functions with or without reasonable accommodation.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	Performs data entry of claims into the case management system by collecting and typing detailed information; reviews and types in additional information to online claims filed to ensure proper routing and processing. Ensures data is accurately typed into appropriate data fields for a high volume of claims. Uses computer software and current office methods to prepare and type form letters, notices, correspondence, and other written documents for administrative staff's and management's signature and issues such correspondence at the direction of the Senior Deputy or designee. Proofreads, types, formats other written documents upon the request of the Senior Deputy or designee to ensure accuracy and completeness. Performs data entry of inquiries received from claimants, workers, employers (e.g., correspondence, complaints) into the case management system to ensure information is documented, accessible, and able to be addressed in a timely manner; ensures case statuses in the case management system are updated by continuously tracking and typing updates, new details and notes; uploads documents into appropriate electronic case files. Prepares and maintains a wide variety of office reports based on data and information collected from various sources and at the direction of the Senior Deputy; verifying data or information and types into various computer databases or reports.

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10%	Receives and processes Public Record Act (PRA) requests for the program, including the assessment of information regarding case records requests on the database. Redacts, copies and provides requested State records to members of the public, pursuant to the PRA requirements. Using a computer database, the Office Technician collects, maintains, types and processes records of attendance and other relevant administrative reports and sends it electronically to the appropriate personnel. Using computer software, assembles materials for meetings, presentations, distribution or reference. Materials include, but are not limited to, case files, typing procedure manuals, and training handouts.
10%	Processes incoming and outgoing mail; ensures daily incoming mail is sorted and delivered to appropriate staff or units within the organization and outgoing mail is processed daily. Files all incoming correspondence and other documents regarding cases in the case management system by scanning the document, naming it according to the naming convention and uploading it to the correct case. Files documents related to facilities or vehicles alphabetically in file folders. Sorts, copies, scans, organizes, and prepares records for investigative audit staff. Develops and maintains a case file archive system according to the division's records retention schedule and other protocols. Locates case records by searching the case management system folders and attachments upon request. May purge or coordinate with outside vendors to ensure proper disposal of records when appropriate.
10%	Monitors and responds to inquiries from the Retaliation email inbox and the Public Information Line for the unit. Follow up correspondence, messages and calls by updating case files and communicating with other staff as necessary, typically via email messages. Manage cases, party contacts and correspondence prior to deputy assignment by keying in updated information into the case management system. Takes retaliation complaints over the phone and ensures prompt and correct entry into databases.
10%	Proofreads determinations and reports assigned for spelling, punctuation and grammatical errors and provides feedback to the author regarding suggested corrections. Using the case management system, ensures proper decision service and prepares certification of service and other time-sensitive documents; processes appeal requests in the database and communicates with appeals via email as needed.
10%	Reviews initial claims to ensure the complainant has identified a protected activity known by the employer for the Senior Deputy to assess assignment of priorities. Collects employer responses and notifies the Senior Deputy of the receipt of pending information. Attend meetings and training as required.
Percentage of Time Spent	Marginal Job Functions
10%	Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing general information about regulations, policies, procedures, and programs within the Division. Directs the public to available resources online or otherwise provides informational materials to

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workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in the case management system or communicating with respective team members to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enter all claims received into the case management system database. Performs other job-related duties, including taking messages, scheduling appointments, transferring calls, and greeting visitors

Conduct, Attendance, and Performance Expectations

- Work duties are expected to be performed productively and efficiently.
- Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.
- Communication shall be clear, concise and timely with leadership, teammates, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve and build trust.
- Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.
- Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.
- Exercises a high degree of initiative, independence, and originality in performing assigned tasks and adhere to State laws and the Department and Division's policies and procedures.

Supervision Received

The incumbent works under the direction of, and receives most assignments from, the Deputy Labor Commissioner Supervisor that oversees that office or region; however, some assignments may come from other DLSE management.

Supervision Exercised

None

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The duties of this position are performed primarily in a climate-controlled setting, which could be in a high-rise building. The incumbent will work in a cubicle or shared office under artificial lighting, utilizing computers and other basic office equipment and machinery; works in a fast-paced environment with constant changing priorities and deadlines.

Special Requirements/Other Information

A valid typing certificate with a minimum typing speed of 40 wpm (words per minute) is required for this position.

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Physical Abilities

This position requires the ability to remain stationery and work at a computer for extended periods of time and to safely move or transport office supplies and equipment weighing up to 25 pounds.

Additional Requirements/Expectations

Good judgment and the ability to communicate effectively are of primary importance at this level. The incumbent is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks.

The incumbent must:

- adhere to the Division's policies and procedures
- maintain acceptable attendance and report to work on time
- evaluate situations accurately and take effective action
- complete assignments in a timely and efficient manner
- work in both a team environment and independently

Confidentiality and discretion are required due to the nature of the documents and information being handled.

Personal Contacts

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include the following: low-wage workers, employers and their representatives, the public, other governmental agencies and partners, and staff members from other units within the Division.

Employee Acknowledgment

I have read and understand the duties listed above and 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 these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

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

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

CD

09/15/2026

C&S Analyst Initials

Approval Date