

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Technician (Typing)	Office Technician
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-853-1139-976
SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 853 – UI Center Oakland	Philomena Nwebube
DIVISION:	SUPERVISOR'S CLASSIFICATION:
UI Northern Operations Division	EDA
BRANCH:	REVISION DATE:
Unemployment Insurance	6/22/2026
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☒ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☒ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☒ Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): Occasional travel to an alternate office location may be required for training, meetings or in the event of office closures.	
Required to have a valid typing certificate of at least 40 words per minute.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Under the general supervision of the Employment Development Administrator (EDA) or the Employment Program Manager II, the Office Technician (OT) provides in-depth clerical supports for the office, the manager, and the management team. Independently performs complex clerical duties. Exercises a high degree of initiative and independence in performing assigned tasks. Handles the most difficult correspondence, which may be sensitive or confidential in nature. Serves as the office's personnel/payroll/attendance clerk and supply clerk.	
Percentage of Duties	Essential Functions
45%	Performs complex typing assignments independently, including composing and typing original letters and local office form letters. Applies specific rules, office policies/procedures, the Employment Development Department (EDD) Correspondence Guide, and Gregg Reference manual to create correspondence, memorandums, forms, and reports from written copy, rough draft, or general outline. Maintains files on disks or hard drive, retrieves and converts information and makes revisions, as necessary. Proofreads and edits prepared documents and makes required corrections in format, spelling, grammar, and punctuation before submitting completed work to office staff. Communicates professionally and effectively with the public and members of the staff. Represents the office and the public contacts, as well as within the Department and the Branch.

40%	Serves as the Office's Attendance Clerk. Processes attendance records and monthly payroll summaries, in accordance with policies and procedures. Produces the Time and Attendance Report, overtime, and dock reports. Reviews employee timesheets for accuracy; reconciles the employee leave balances; records and monitors intermittent hours worked. Works with the Branch's Personnel Liaisons and Human Resource Services Division's Personnel Services Specialists to complete confidential personnel actions timely and accurately. Processes appointment and separation documents, benefit forms completed by employees, and bilingual pay certification forms. Creates and updates office organizational charts and position statements. Ensures confidential handling, processing, and storage of personnel records. Advises manager of discrepancies or areas of concern. Establishes and maintains office filing systems. Sets up, updates, and purges files, in compliance with procedures regarding confidentiality and storage. Oversees maintenance of equipment and supply inventories. Initiates and pursues more complex requisitions. Works with vendors to resolve problems relating to supply and equipment orders potentially.	
10%	As a field office team member: - Assists manager in special studies and projects, as requested, and in data gathering for statistical reporting/analysis. - Protects program integrity by identifying and reporting any suspected fraudulent claims/activities. - Participates in unit and office meetings, as scheduled, and in training sessions offered. - Provides suggestions for improvement. Participates in office TQM projects and processes. - Demonstrates an awareness of the Department and Branch vision, mission, values, and goals.	
Percentage of Duties	Marginal Functions	
5%	Performs other duties as assigned.	
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%		Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%		Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting		Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%		Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>		
Type of environment:		
☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with customers:		
☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☒ Other: Working in a large call center environment. Required to interact with managers and staff.		
5. SUPERVISION		
Supervision Exercised: N/A		
6. SIGNATURES		

Civil Service Classification
Office Technician (Typing)

Position Number
280-853-1139-976

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☐ Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

☐ Exceptional allocation, 625 on file.

NW

9/17/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Click here to enter text.

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file