

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31169	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Administrative Law	
UNIT NAME Support Services	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 300 Capitol Mall, Suite 1250, Sacramento, CA 95814	
CIVIL SERVICE CLASSIFICATION Office Technician (Typing)	POSITION NUMBER 305-010-1139-006	CBID R04
POSITION ELIGIBLE FOR TELEWORK: ☐ Yes ☒ No	PROBATIONARY PERIOD ☒ 6 Months ☐ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday-Friday 0800-0500	TENURE Perm	
WORKING TITLE	TIMEBASE FT	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☒ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☒ Client Agency

The Office of Administrative Law:

Ensures public access to current and proposed state regulations by publishing the official California Code of Regulations (CCR) and the California Regulatory Notice Register (CRNR) and making them both available online without any charge to the user.

Improves the quality of regulations by reviewing proposed regulations and approving only those that are legally valid, clear, and supported by an adequate record.

Ensures that the public has a meaningful opportunity to comment and that an agency considers those comments when it develops regulations.

Protects the public from illegal rules by issuing legal opinions (called "determinations") concerning alleged "underground regulations."

Fosters increased awareness of the rulemaking process through various state agency trainings and informal counsel.

POSITION CONCEPT

Under the general supervision of the Supervisor II, the Office Technician (Typing) performs a variety of complex clerical functions requiring a high degree of initiative, independent judgment, and the ability to evaluate and resolve complex situations. The position requires strong concentration and the ability to interpret written and verbal instructions to reach logical conclusions, anticipate potential obstacles, and determine effective alternatives for completing tasks. The incumbent must work effectively in a team environment, demonstrate excellent communication skills, perform well under pressure, and consistently meet deadlines.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☒ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Typing

A valid Typing Certificate of Proficiency of not less than 40 words per minute.

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PERCENTAGE	DESCRIPTION
25%	Serve as one of the receptionists and point of contact for OAL visitors. Receive, screen, and announce all visitors and telephone calls, including those involving public contact. Research information and respond to a wide range of inquiries, whether in person, on the phone, or via email providing accurate information to the public and other government agencies. Maintain a tidy and organized reception area. Stamp, log, review, and distribute incoming and outgoing general mail; manage scheduling for the library and conference rooms. Act as the point of contact for building management and staff on matters such as temperature concerns, building access, parking, gym access, and coordination with movers. Maintain and update yearly Cal OSHA forms and provide emergency procedures to all office staff. Receive and process APA book orders. Coordinate and document daily courtier services. As needed, physically deliver or pick up documents from other agencies and from the USPS, UPS, and FedEx. Regular and reliable attendance is essential to successfully perform the duties of this position.
25%	Assist the Program Technician III, the lead worker, in managing shared workload by prioritizing daily tasks during peak periods; receiving and processing all incoming and outgoing regulations and walk-in legal notices, including scanning files; preparing and sending emails to the OAL webmaster regarding emergency postings; preparing physical legal files (red files) for assignment by Executive Leadership; and designing and implementing systems for organizing and managing documents and materials in accordance with OAL policies and procedures.
15%	Utilize various computer databases to type, edit, process, maintain, store, retrieve, and distribute documents. Assists the program technician III in opening and closing case files in ProLaw, entering information into the database; effectively using the OAL Portal to transfer submissions into ProLaw. Scan, categorize, and securely maintain documents in accordance with established procedures. Prepare closed files by boxing materials and preparing labels and delivery slips. Organize and compile documents. Ensure the security and confidentiality of all documents by following established handling, storage, and destruction protocols. Assist with preparing envelopes, labels, and messenger service slips for service of documents, and send a variety of documents on behalf of OAL staff.
10%	Perform the full scope of attendance clerk duties in accordance with the DGS interagency agreement and all applicable policies, procedures, and bargaining unit contracts, while ensuring the confidentiality of all personnel related information. Track the office's mandatory training requirements, monitor completion of mandated courses, provide notices and reminders to staff regarding upcoming or required trainings, generate compliance reports, and create and file all training certificates electronically.
10%	Maintain printers, fax machines, office supplies, and time stamp machines, including updating time stamp machines daily. Monitor and manage shred and recycle bins to ensure proper use and timely servicing. Conduct inventory audits and initiate office supply orders routinely to maintain adequate office supplies. Provide assistance and training to office staff regarding office equipment.
10%	Prepare and process a variety of administrative forms for OAL staff, including but not limited to travel expense claims. Maintain proficiency with office software, including Microsoft Word, Teams, Excel, and Outlook. Assist the office with Share Point creation and maintenance. Take notes during meetings and training courses and distribute information to OAL staff. Oversee office recycling. Serve as the single point of contact for annual OAL programs such as the State Employee's Food

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PERCENTAGE	DESCRIPTION
	Drive and Our Promise Campaign. Serve as the primary CalATERS liaison by working with DGS and SCO regarding site accessibility, implementation, and maintenance. Prepare offices and cubicles for incoming staff.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Other duties as assigned.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

While performing assigned duties, the OT (T) may be required to perform tasks that require bending/stooping, carrying/lifting up to 60 lbs, climbing, reaching/twisting, kneeling, manual dexterity (grasp/handle/keyboarding), pushing/pulling, prolonged standing/sitting, or frequent walking. Ability to sit, type, rotate, and work at a computer workstation. The OT (T) is expected to use natural or assisted hearing and vision and be able to speak clearly to the public, clients, co-workers, supervisor(s), and other office staff either in person or over the telephone.

Work in a high rise building serviced by elevator banks. Floors are carpeted or vinyl covered. The building is a smoke free environment. Incumbent will work in a windowless workspace. More than one support staff member may be assigned to the same space.

DESIRABLE QUALIFICATIONS

- Demonstrated ability to work cooperatively and tactfully with staff at all levels, using discretion when handling confidential and sensitive information.
- Experience working in a law office environment and providing administrative support to attorneys.
- Strong organizational skills, with the ability to manage multiple tasks, maintain orderly workspaces, and support office wide filing and document management systems.
- Excellent verbal and written communication skills, including the ability to effectively interact with the public, government agencies, and building management in person, by phone, and via email.
- Reliable and consistent attendance.
- Proficiency in Microsoft Office applications, including Word, Excel, Outlook, Teams, and PowerPoint; familiarity with SharePoint and ProLaw is highly desirable.
- Ability to work well under pressure, meet deadlines, and adapt to changing priorities in a high volume environment.
- Strong attention to detail and accuracy when processing mail, documents, administrative forms, and database entries.

- Ability to maintain confidentiality and ensure secure handling, storage, and destruction of sensitive documents and records.
- Skill in coordinating logistics such as scheduling rooms, interfacing with building management, and supporting courier and delivery activities.
- Ability to work independently while contributing positively to a collaborative team environment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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