

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31089	DGS DIVISION / OFFICE or CLIENT AGENCY Procurement Division	
UNIT NAME Fiscal and Resource Management Unit (PD Ops)	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 Third Street, 2nd Floor, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Office Technician (Typing)	POSITION NUMBER 306-507-1139-009	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 / 8:00 am-5:00 pm	TENURE PERMANENT	
WORKING TITLE Office Technician (Typing)	TIMEBASE FULL-TIME	
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 Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general direction by the Supervisor I, the Office Technician (Typing) is responsible for independently performing complex clerical and technical administrative support for the Procurement Division (PD) in accordance with the principles and guidelines of the Department of General Services (DGS) utilizing various software programs.

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.

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Reception: Serves as the receptionist for [Division/Branch/Unit], by greeting and providing customer service to [customers served (staff, clients, other state agencies and the general public)], answering incoming telephone calls, directing requests to the correct point of contact, maintaining office files, and independently generating correspondence, utilizing knowledge and application of applicable regulations, policies and procedures, in order to provide excellent customer service, to ensure continuity of business operations.
25%	Clerical Support: Independently provides a variety of the most difficult clerical support duties for [Division/Program] by scheduling meetings, preparing meeting agendas and notes, typing,

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PERCENTAGE	DESCRIPTION
	reviewing, and distributing difficult and sensitive documents, letters and various correspondence, distributing confidential documents, and maintaining database spreadsheets in order to provide timely and accurate customer service, to ensure office needs are met, in compliance with established policies, procedures, and departmental and office guidelines, utilizing Microsoft Office Suite and other appropriate software.
15%	Travel Coordinator: Acts as the Travel Coordinator, in collaboration with the Office of Fiscal Services, to prepare itineraries, schedule travel arrangements, and process Travel Expense Claims by reviewing and processing receipts, and completing required travel documents, utilizing DGS travel resources to provide the most cost-effective method of travel, in order to meet staff's travel needs and to ensure employees receive accurate and timely reimbursement checks for job-related travel expenses, in accordance with the requirements of the California Department of Human Resources, bargaining unit contracts, State Contracting Manual, State Controller's Office, and DGS policies and procedures.
10%	Mail Distribution (no more than 15%) independently processes and prioritizes incoming mail and documents for [Division/Office] by distributing and routing to appropriate staff, tracking and responding to mail inquiries, reviewing and sending all outgoing mail, and verifying complete addresses, postage, and appropriate delivery method such as, but not limited to, US Post Office, inter-agency mail, and overnight delivery services, utilizing Microsoft Outlook, inter-office mail, messenger services and personal delivery, in order to provide mail and document handling support to ensure timely delivery.
5%	Health and Safety within the Ziggurat: Serves as the Safety Coordinator for the Procurement Division, in collaboration with DGS' Office of Risk and Insurance Management by developing and maintaining the Ziggurat Emergency Response Team (ZERT) listing, drafting correspondence to ZERT team members, distributing safety information to staff, maintaining and ordering supplies for the First Aid kits, and attending meetings with the ZERT team in order to provide members with information on departmental emergency procedures and designated safety roles, to ensure a safe and secure workplace.
5%	Processes travel expense claims to ensure that PD employees receive accurate reimbursement checks for job-related travel expenses by working with the DGS Office of Fiscal Services and reviewing submitted forms and receipts.
5%	Updates Division's Employee Roster to be posted on the DGS Intranet site for internal and external customers using Microsoft Word.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Provides clerical backup coverage to the PD Ops Staff Development Office Technician (Typing) as needed.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

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- Daily use of phone, fax, copiers and general office and communication equipment.
- Use of hand cart and hand truck to transport documents and/or equipment; i.e. laptop computer, files, reference manuals, solicitation documents, etc.
- Standing or sitting in a seated position for extended periods of time
- This position may require travel and the use of various transportation modes, i.e. airplane, taxi, car, etc.
- Professional work environment.

DESIRABLE QUALIFICATIONS

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

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

C & P APPROVED BY	DATE SIGNED