

DUTY STATEMENT
OFFICE TECHNICIAN TYPING
Record Control and Reception - Bilingual

Under general supervision of the Legal Support Supervisor, the Office Technician (Typing) performs complex clerical work, which includes Receptionist and Mail Room duties to be performed on a rotating basis. The duties involve general typing and other work as required. The position requires a high degree of initiative, independence and originality involving a wide variety of responsibilities, involving thorough knowledge of the appeals process and Employment Development Department (EDD) procedure.

☒ Bilingual Fluency Required

ESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
25%	Answers telephone calls, responds to sensitive inquiries about the appeals process, and uses California Appeals Management System (CAMS) to retrieve and verify information for member of the public and interested parties. Receives and refers parties/visitors. Provides accurate information to the public State of California unemployment and disability insurance programs and the appeals' process, following CUIAB guidelines and policies. Properly documents daily ALJ docket by annotating parties present for hearings. Provides functional guidance and assists less experienced employees.
25%	Receives, processs, distributes, and dispatches mail. Reviews decisions, formats, makes corrections as needed, copys and mails decisions following definite guidelines, i.e., empty mail bins, weigh and meter mail and deliver to proper mail facility.
20%	Generates daily disposition report by entering closed case data into computer database, verifying the report for accuracy. Files closed cases on shelf.
10%	Answers telephone calls, responds to inquiries and written materials, and types a variety of documents in Spanish. Provides basic interpreting services for the office.
10%	Creates form decisions, types standard letters and legal documents, responds to EDD e-mail, takes appropriate action as required, inputs/retrieves information from database.

NONESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
5%	Assists in training employees. Files and/or purges closed cases. Maintains supplies. Operates copy machine and other office equipment. Corrects simple typographical errors in decisions.
5%	Performs other clerical work as required.

**DUTY STATEMENT
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I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.

EMPLOYEE'S PRINTED NAME EMPLOYEE'S SIGNATURE

DATE

I have discussed the duties of this position with the employee.

SUPERVISOR'S PRINTED SUPERVISOR'S SIGNATURE
NAME

DATE