



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Administrative Services	Office Technician (General)	549-067-1138-902
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Training Section	Front Desk Assistant	R04
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Mott Training Center	837 Asilomar Avenue, Pacific Grove, CA 93950	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required		Supervisor I
☒ Housing is not available		
SENSITIVE POSITION DESIGNATION: (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
The Office Technician (General) will provide administrative, customer, and clerical support. The position reports to the Mott Training Center facility, located at 837 Asilomar Avenue, Pacific Grove, CA 93950. Under the supervision of the Supervisor I (Mott Training Center Manager), the Office Technician (OT) performs a variety of duties while managing time effectively to meet the needs of the Mott Training Center. The OT will provide customer services to internal and external stakeholders. Some travel may be required.		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
40%	ADMINISTRATIVE SUPPORT The OT is responsible for providing administrative support services to the Mott Training Center (MTC) staff. This includes but is not limited to serving as the main point-of-contact for maintaining and organizing the shared Microsoft Outlook mailbox and calendar; creating and maintaining well-documented files and folders as required; and providing feedback for MTC staff in the development of desk manuals, memos, and other correspondences. The OT will work with subject matter experts and partnering constituents in responding accordingly and timely to requests. Track items and assignments and provide updates on team tracking logs, such as Microsoft Planner. Assists and supports Training Specialists and Program Coordinators with administrative tasks including but not limited to: issuing announcements to keep staff informed on departmental, training, and facility related news; collecting and organizing results from surveys completed by staff and training participants; coordinate with Training Specialists and Program Coordinators to provide updated lodging, travel, and meal information; assist in the distribution of training materials, rosters, certificates, and name tents; and assist with training event coordination and logistics. Assists MTC staff in collecting and entering data and generating reports.	
30%	CUSTOMER SERVICE SUPPORT Provides customer services and support to staff, participants, and vendors visiting the Mott Training Center. Perform facility opening and closing procedures of the Mott Training Center and Mott Training Center Annex, as needed. Serves as the first in-person point of contact for visitors to the MTC; screen and respond to telephone calls to the main telephone line; route calls to appropriate contact as needed; set up and breakdown of classroom tables and chairs, audio and video equipment; assist MTC staff in coordinating and reserving hotel rooms and stays. The OT	

	acts as a support role for other DPR staff that need assistance with frequently asked questions; information on enrolling for training classes; travel logistics and guidelines; and filling out and completing required forms and templates. Assists in collecting information from staff and participants for funding information where reimbursements are needed. The OT will follow up with customers, staff, and partners in a timely manner to ensure that approvals for their requests are obtained, and their issues are resolved.	
25%	CLERICAL SUPPORT Performs clerical and administrative duties to maintain an organized, efficient, and welcoming office and reception area. Responsibilities include updating shared Microsoft SharePoint sites, Planners, and tracking tools to ensure information remains accurate and current. Manage inventories of office, classroom, hospitality, and program supplies and work collaboratively with MTC staff to restock materials as needed. Submits, tracks, and follows up on facility maintenance requests through completion; research and retrieve records, documents, and files; and perform document scanning and shredding. The OT must remain informed of all changes to facility and departmental policies to ensure assignments and projects are completed in a timely and comprehensible manner in accordance with all laws, rules, regulations, and policies. Stay informed of departmental news topics and share knowledge with team members, when necessary.	
MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.	
TYPICAL WORKING CONDITIONS		
Office setting.		
TELEWORK DESIGNATION		
This position is designated as: (Check one)		
☐ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☒ Not Telework Eligible		
SPECIAL REQUIREMENTS:		
Possession of a valid class C driver's license is required		
The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.		
SUPERVISOR STATEMENT:		
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN 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 (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE
EMPLOYEE STATEMENT:		
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.		
EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE