

State of California - Department of Social Services

PROPOSED**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

Office Technician (Typing)

POSITION NUMBER:

800-310-1138-xxx

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Legal Division/Legal Operations Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Sacramento - HQ

SUPERVISOR'S NAME:

Ivonne Aguilar

SUPERVISOR'S CLASS:

Supervisor I

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Fingerprint Criminal Record Clearance required by the Department of Justice and the Federal Bureau of Investigation.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Legal Division's Legal Operations Branch is dedicated to providing comprehensive and thorough administrative and legal support services to all units within the Legal Division.

CONCEPT OF POSITION:

The Office Technician (T) provides general office support and is one of the Legal Division's front office receptionists. In addition, the Office Technician (T) also performs mailing services, phone support, supply ordering, unit listing maintenance, typing, and general office equipment operation. Dependability and punctuality is required for this position.

A. RESPONSIBILITIES OF POSITION:

30% – Reception, Front-Office Operations, Mail, and Technology Support

Serves as a primary reception point for the Legal Division. Receives and screens incoming telephone calls; greets, assists, and directs visitors; and uses established procedures to notify security of visitors entering the Division. Independently manages the Legal Division's incoming and outgoing mail, including sorting, opening, date-stamping, distributing, and processing mail and delivering and retrieving documents within the headquarters building. Prepares correspondence, forms, unit lists, and rosters using Microsoft Office applications. Provides onsite support for hybrid meeting technology, including setup, troubleshooting, and maintenance of the OWL device, and operates standard office equipment including copiers and scanners.

25% – Service Awards Program and Unit Listing Maintenance

Coordinates the Legal Division's 25-year and retirement service award program. Tracks eligible employees, communicates with staff and management regarding award timelines, processes award requests, coordinates presentation logistics, and ensures timely delivery of awards. Maintains and updates quarterly Legal Division unit listings and rosters, verifying information and incorporating staffing and organizational changes to ensure accurate and current administrative records.

20% – Supply Management, Facilities, and Operational Coordination

Maintains an internal inventory of office supplies for Legal Division staff statewide. Regularly monitors inventory levels, identifies replenishment needs, and ensures supplies are available to meet operational needs. Coordinates with the Procurement Analyst to communicate supply needs and facilitate timely orders. Maintains organized supply areas and accurate inventory records. Coordinates facility and equipment repair work orders for Legal Division offices and follows up as needed to ensure operational issues are addressed. Serves as the zone monitor/local emergency coordinator for the Legal Division's assigned floors, supporting emergency preparedness and response activities and coordinating as needed during building emergencies.

20% – Administrative Support and Special Projects

Performs a variety of administrative assignments and special projects in support of Legal Operations Branch operations. Prepares and maintains records, correspondence, forms, and other administrative documents; coordinates information among staff and organizational units; and responds to changing operational needs. Applies established policies and procedures, exercises initiative and sound judgment, and independently determines appropriate methods for completing assignments.

5% – Branch Chief Administrative Support

Provides administrative support to the Branch Chief by coordinating meetings, maintaining the calendar, preparing itineraries and travel claims, and assisting with travel arrangements. May review documents for accuracy and completeness prior to approval and must maintain confidentiality when handling sensitive information.

B. SUPERVISION RECEIVED:

The Office Technician reports to, and receives close supervision from a Supervisor I.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The Office Technician (T) represents CDSS in a professional manner and has frequent contacts with all levels of staff within the Legal Division and departmental staff at various levels to include the Executive Office, Business & Administrative Services, Human Resources Branch, and the Community Care Licensing Division. The Office Typing (T) also has frequent contacts with employees of other agencies and outside vendors.

E. ACTIONS AND CONSEQUENCES:

The Office Technician (T) exercises sound judgment and must be able to represent the Department in a professional manner. The incumbent must be able to prioritize work and objectively handle assignments that change throughout the day. Failure to provide efficient support services may impact the Legal Division's ability to accomplish its mission and serve clients effectively.

F. OTHER INFORMATION:

Position requires the ability to type at a speed of not less than 40 words per minute, and the ability to lift up to 25 pounds. On a rare basis, position may require local travel for errands, when necessary. Position is located in a high rise building, and office space is standard in a smoke-free environment.