

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Technician (Typing) - OT(T)

POSITION NUMBER:

835-1139-002

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

Community Care Licensing Division/Adult & Senior Care Program

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

Field Operations 1/Santa Rosa Adult and Senior Care Regional Office

SUPERVISOR'S NAME:

Jefanie O'Dailey

SUPERVISOR'S CLASS:

Office Services Supervisor II

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)*

- Subject to fingerprinting and criminal record clearance by DOJ & FBI
- Ability to lift and carry 10 pounds

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:

It is the mission of Community Care Licensing Division to protect the health, safety and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the direction of the Office Services Supervisor (OSS) II, the Office Technician (Typing) OT (T), regularly performs a variety of the most difficult support duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. The position requires sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively are of primary importance.

A. RESPONSIBILITIES OF POSITION:

- 40% Serves as receptionist: primary contact for visitors in the Regional Offices and for telephone calls to the Regional Office. Forwards employee inquiries to appropriate staff and answers queries from the public. Prepares and maintains a wide variety of office statistical reports and logs on a routine basis for the Adult and Senior Care Program Office and field offices on excel spreadsheets.
- 25% Provides support services to office management and Regional Office staff, including but not limited to preparing correspondence, independently utilizing a wide knowledge of vocabulary, grammar and spelling. Assists in compiling, copying, assembling materials, formats, proofreads, and corrects grammar/spelling/punctuation.
- 10% Serves as back-up to other support staff in the Regional Office as well as for staff in other Community Care Licensing Division Branches including but not limited to filing and answering the phones.
- 10% Maintains personnel files, attendance records and completes attendance reports. Acts as Attendance Coordinator for the Regional Office.
- 5% Reports maintenance issues for various types of office equipment to the appropriate Departmental contact, such as personal computers, individual and multi-function printers, fax machine, scanner, postage equipment, etc. Acts as the Equipment Coordinator for the Regional Office.
- 5% Orders, tracks and monitors office supplies, reviews supply requests and requests management approval. Orders supplies using the CAL-Card, AA18 or GEN1161. Tracks major and minor equipment and expenditures on excel spreadsheets.
- 5% Special projects as assigned.

B. SUPERVISION RECEIVED:

Receives direct supervision from the OSS II.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

Interacts with all office staff and has telephone and personal contact with representatives of other Departmental units, outside agencies and the general public.

E. ACTIONS AND CONSEQUENCES:

Failure to plan or multi-task timely or address the highest priorities may result in critical assignments exceeding deadlines. Inappropriate or delayed responses to written or verbal requests for information may result in adverse criticism from the public, legislators, other agencies, etc.

F. OTHER INFORMATION:

The OT (T) provides support services to office staff, including but not limited to typing reports and correspondence, answering telephone calls, and gathering and compiling information for statistical and other reports. In addition, the OT (T) may provide functional guidance in training and assisting less experienced employees. The OT (T) must be able to assist with workload demands within the office and must use good judgment in accurately evaluating situations and taking effective action. The OT(T) works with confidential and sensitive information and is expected to maintain the confidentiality of information accessed during the course of their duties.