

**Duty Statement**  
Supervisory

**Section I**

**POSITION INFORMATION**

|                                            |                                                         |                                        |
|--------------------------------------------|---------------------------------------------------------|----------------------------------------|
| A. Current Position Number                 | B. Probationary Period /Job Evaluation Period           | C. Form 700 Filer?                     |
| 785-403-9925-XXX                           | 12 Months                                               | No                                     |
| D. Incumbent Name                          | E. Classification/Job Title                             | F. Date of Hire                        |
|                                            | Supervising Program<br>Technician II                    |                                        |
| G. Unit, Section, Division                 | H. Location                                             |                                        |
| Notary Section, Business Programs Division | Los Angeles                                             |                                        |
| I. Name of Immediate Supervisor/Manager    | J. Classification/Title of Immediate Supervisor/Manager |                                        |
| Robert Tcheng                              | Supervisor I                                            |                                        |
| K. CBID (Bargaining Unit)                  | L. Time Base                                            | M. Tenure                              |
| S04                                        | Full Time                                               | Permanent                              |
| N. Work Schedule                           | O. Work Hours                                           | P. Telework                            |
| Monday – Friday                            | 8:00 AM – 5:00 PM                                       | 100% In-Office                         |
| Q. Background Check Required               | R. Job Requires Driving Automobile                      | S. Certification Required              |
| <input type="checkbox"/> Yes               | <input type="checkbox"/> Yes                            | <input type="checkbox"/> Yes           |
| <input checked="" type="checkbox"/> No     | <input checked="" type="checkbox"/> No                  | <input checked="" type="checkbox"/> No |

**Section II**

**JOB DESCRIPTION**

Indicate the major functions and associated duties, and the percentage of time spent on each (list higher percentages first). Essential functions assigned less than 5% should be combined with other task statements. The total percentage of all functions, including marginal, must equal 100%.

**DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Supervisor I and/or Supervisor II; this second supervisory level position is the first line working supervisor of the Los Angeles Office. The incumbent works with a high level of independence and trains, plans, organizes and directs the work of a moderate sized staff comprised primarily of Program Technicians II; and may also include Program Technicians, and/or Temporary Help; and personally performs the most complex work.

Incumbent must have a thorough and detailed knowledge of applicable laws, rules, and regulations and of the department policies and procedures; as well as knowledge of other sections/divisions within the Secretary of State and other agencies for referrals when necessary. The incumbent must be capable of tactfully handling sensitive public contact, difficult questions, irate or dissatisfied customers and deal effectively with subordinates, peers, and superiors.

The work is performed in an indoor office setting and requires the incumbent to type, sit, stand, and walk. The incumbent is required to have the ability to review and/or examine various documents, filings, and requests to ensure compliance with statutory or regulatory requirements; refer to, interpret and apply various applicable code sections in regards to the

review process; exercise a high degree of initiative and independent judgment to make determinations based on the applicable law and well established policies; and perform technical functions related to these filings, applications and requests. The incumbent must have the knowledge of principles of effective supervision and supervisory responsibilities; ability to interact effectively with the public and Agency personnel – both verbally and in writing; develop and maintain knowledge and skill related to specific supervisory and assigned tasks; develop staff; effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment. Exercise sound professional judgment and behavior; meet deadlines, take initiative, demonstrate personal accountability, and work independently. The incumbent must maintain regular, consistent, and predictable attendance in the performance of these specific functions.

#### ESSENTIAL FUNCTIONS

| Percentage | Description of Duty                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 60%        | <p><b><u>Program Management:</u></b><br/> Directs, monitors, and evaluates the work of the staff and maintains performance standards within the unit. Ensures that priorities and goals are accomplished, and assignments are properly completed. Incumbent must be knowledgeable of all facets of the operation of the unit. Interacts professionally with the public, via the telephone, mail, email and in person regarding filing documents and/or information requests, difficult questions or general inquiries.</p> <p>Trains new employees on the office procedures and statutory filing requirements. Oversees the operation of the staff that is responsible for the unit activities. These activities may include, but are not limited to: answering by telephone, mail or in person inquiries regarding filing requirements, reproduction and certification requests; providing status information on various documents in the custody of this office; completing initial review and preliminary preparation of all documents; creating tracking records; reviewing documents to ensure the documents meet statutory filing requirements and preparing rejection letters for documents that do not meet those requirements; navigating the computer system to accurately enter specific information and completing various other functions on the computer; completing tracking records, and purging obsolete records; logging all filed documents and checks; balancing cashing receipts, preparing daily deposits and reconciling accounting reports for the automated accounting system; mailing out requested forms and samples; opening and distributing mail.</p> |
| 20%        | <p><b><u>Personnel Relations:</u></b><br/> Ensures that employees abide by the Agency and Division policies and procedures, civil service practices and policies, and the mission of the Secretary of State's office. Is responsible for maintaining accurate attendance records, identifying, and discussing with the Supervisor I and/or Supervisor II employee attendance problems, scheduling counseling meetings with employees, preparing memos and disciplinary actions and handling complaints as they arise. Conducts employee evaluations, initiates letters of commendation, schedules meetings with employees to encourage, motivate and to provide opportunities for individual development.</p> <p>Reviews and approves Automated Request Tracking System (ARTS) requests for Personnel Action forms and timesheets.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10% | <p><b><u>Coordination &amp; Outreach:</u></b><br/>Prepares technical responses to difficult and sensitive correspondence where research, analysis and interpretation of statute or regulations are needed. Performs sensitive, difficult, and complex assignments, taking the most difficult and complex to the Supervisor I and/or Section Manager. Assists staff with the resolution of difficult issues and personally handles sensitive complex situations. Keeps Supervisor I and/or Supervisor II apprised of any situation that must be monitored.</p> <p>Act as a representative of the Secretary of State and provide subject matter expertise to assist with the facilitation, planning, organizing and program support of community Pop-Up Shop events across Northern and Southern California.</p> |
| 5%  | <p><b><u>Operation Review:</u></b><br/>Monitors equipment and assists the Supervisor I and/or Supervisor II with evaluating the need for new equipment and the specifications necessary. Prepares weekly and monthly activity reports summarizing the unit's workload statistics and oversees records maintenance. Works with Supervisor I or analyst in the initial preparation and modification of forms and assists in modifying, revising, and storing of forms and documents.</p>                                                                                                                                                                                                                                                                                                                         |

#### MARGINAL FUNCTIONS

| Percentage | Description of Duty                                                                                                                                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5%         | <p><b><u>Administrative:</u></b><br/>Participates in the scheduling and interviewing of candidates to fill vacancies within the unit and makes recommendations on the selection of staff. Oversees office supply orders and orders for repair service of equipment. Performs other duties as required.</p> |

The statements contained in this duty statement 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. Individuals may perform other duties as assigned that fall within their classification, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

#### Section III

#### EMPLOYEE/SUPERVISOR STATEMENT

**EMPLOYEE'S STATEMENT:** I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION: (If you believe reasonable accommodation is necessary, please initiate a discussion with either your supervisor or the Secretary of State's Human Resources Bureau).

|                                 |                    |             |
|---------------------------------|--------------------|-------------|
| EMPLOYEE NAME (PRINT FULL NAME) | EMPLOYEE SIGNATURE | DATE SIGNED |
| ➡                               | ➡                  | ➡           |

**SUPERVISOR'S STATEMENT:** I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

|                                   |                      |             |
|-----------------------------------|----------------------|-------------|
| SUPERVISOR NAME (PRINT FULL NAME) | SUPERVISOR SIGNATURE | DATE SIGNED |
| ➡                                 | ➡                    | ➡           |