

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Technician (Typing)	<i>Office Technician (Typing)</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-224-1139-003
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 224 Fresno	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Disability Insurance Program Manager II
BRANCH:	REVISION DATE:
Disability Insurance Branch	10/9/2019
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under general direction, the Office Technician performs the more complex clerical support assignments such as: office travel and supply and equipment coordinator, processes Independent Medical Examination billing notices, composing and typing letters. Exercises a high degree of initiative and independence in performing assigned tasks. Handles complex correspondence that may be sensitive or confidential in nature and is responsible for establishing and maintaining office filing systems. Represents the manager and the office in contacts with the public as the office receptionist and/or as the manager's secretary. May perform or oversee duties of the attendance and/or supply clerk.	
Percentage of Duties	Essential Functions
35%	Performs a variety of clerical support assignments, reviews and edits complex correspondences, memorandums, reports, and assists in the development of letters and forms for local office use. Uses the Employment Development Department Correspondence Guide and the Gregg Reference Manual to ensure consistent, professional documents. Provides clerical support for more complex personal computer-based projects, and assists with work

	assignments, work review for accuracy and timeliness, and training less experienced employees.
25%	Processes or oversees processing of office attendance records including, but not limited to, daily attendance records, monthly payroll summaries, appointment and separation documents, status change requests, bilingual pay certification forms, and intermittent hours. Recognizes and advises management of discrepancies or areas of concern. Understands and adheres to rules and procedures regarding confidentiality of Department records, system access, and individual passwords, including the confidential handling, processing, and storage of all office personnel records.
10%	Ensures proper processing Independent Medical Exams (IME) requests and bills, processing general invoices, and handling confidential personnel documents, and acts to resolve any invoice or billing discrepancies. Acts as travel claim coordinator processing all requests for travel advances, and processes travel expense claims for reimbursement in accordance with current Travel Handbook policies and procedures.
10%	Communicates with both the public and members of the staff in an effective and professional manner. Represents the manager and the office, as a receptionist.
Percentage of Duties	Marginal Functions
5%	Acts as lead and/or supply clerk, initiates, and pursues purchase requisitions that are more complex.
5%	Oversees the maintenance of office equipment and supply inventories, ordering, stocking, and record keeping duties.
5%	Assists management in special studies and projects in the gathering of data for statistical and analysis reporting.
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	
Type of Environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:	
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:	
5. SUPERVISION EXERCISED: (List total per each classification of staff)	
N/A	
6. SIGNATURES	
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>	
Employee's Name:	

Civil Service Classification
Office Technician (Typing)

Position Number
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Employee's Signature:		Date:	
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>			
Supervisor's Name:			
Supervisor's Signature:		Date:	
7. HRSD USE ONLY			
Classification and Pay Group (CPG) Approval			
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved	
	AF	10/6/2026	
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made: 			

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file