

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Technician (Typing)	<i>BPO Secretary</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-653-1139-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Benefit Processing Operations	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Integrity and Accounting Division	Sr. Accounting Officer, Supervisor
BRANCH:	REVISION DATE:
Unemployment Insurance Branch	8/8/2024

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|--|--|
| ☐ Conflict of Interest Filing (Form 700) Required | ☐ Call Center/Counter Environment |
| ☐ May be Required to Work in Multiple Locations | ☒ Requires Fingerprinting & Background Check |
| ☐ Requires DMV Pull Notice | ☐ Bilingual Fluency (<i>specify below in Description</i>) |
| ☐ Travel May be Required | ☒ 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.)

Must pass a typing test with at least 40 WPM.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:

(Briefly describe the position's organizational setting and major functions)

Under general direction of the Sr. Accounting Officer, Supervisor, the Office Technician (Typing) provides administrative support and performs more difficult clerical functions for the various program areas of the Benefit Processing Operations in the Unemployment Insurance (UI) Integrity and Accounting Division to include typing; mail processing; preparation, scanning and distribution of documentation, inventory tracking and file maintenance.

The incumbent needs to be flexible and adaptable to frequent workload changes based on organizational workload priorities.

The position requires the incumbent to exercise a high degree of independence in coordinating work priorities, exercise good judgment and communicate effectively with employees and leaders throughout the department while maintaining confidentiality.

Percentage of Duties	Essential Functions
40%	Performs clerical duties in support of the three sections within the Benefit Processing Operations. Prepares, types and edits correspondence and confidential administrative and statistical reports using Microsoft Word and Excel. Maintains files of correspondence, reports and administrative manuals. Sorts, batches, and prepares benefit audits mailed from employers. Assists with the hiring process by scheduling interviews and proctoring during the interview process. Processes incoming customer mail (via postal service, fax, email, field office service requests) by picking up, opening, sorting, date stamping, distributing, decoding, prepping and batching for system scanning, distributing and delivering as needed. Performs data entry into a variety of applications, including Microsoft Excel spreadsheets and Microsoft Word documents, Microsoft Access databases, EDD systems applications, and other log tracking systems.
30%	Evaluates printers, fax machines and copiers in the sections to verify each machine has back-up supplies. Sorts and distributes incoming interdepartmental and post office mail. Prepares regular supply orders as needed. Receives supply orders and distributes office supplies. Checks and tracks office supply inventory.
25%	Schedules appointments, meetings, conferences, presentations and training and resolves any scheduling conflicts which may arise. Updates leadership contact list. Answers telephone calls and refers inquiries to appropriate personnel or takes messages.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 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:	

Civil Service Classification
Office Technician (Typing)

Position Number
280-653-1139-XXX

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)

None.

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	CPG Analyst Initials	Date Approved
	KT	8/7/2024

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