State of California – Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION

# DUTY STATEMENT

| DIVISION | CLASSIFICATION | POSITION NUMBER (Agency-Unit-Class-Serial) |
|---|---|---|
| Central | Office Technician (Typing) (PI) | 549-739-1139-902 |
| **DISTRICT/HQ SECTION** | **WORKING TITLE** | **CBID** |
| Central Valley | Office Technician | R04 |
| **SECTOR/HQ UNIT** | **REPORTING LOCATION** | **INCUMBENT** |
| San Joaquin Sector | Millerton Lake SRA | |
| **STATE HOUSING: (Check one)** | | **IMMEDIATE SUPERVISOR** |
| ☐ Housing is required ☐ Housing may be required<br>☒ Housing is not available | | State Park Superintendent II |

**SENSITIVE POSITION DESIGNATION: (Check if applicable)**

☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961

**POSITION DESCRIPTION**

Under the general direction of the Sector Superintendent, the Office Technician (Typing) performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative and customer service. The OT will provide clerical, accounting, and personnel support for sector and park operations at Millerton Lake SRA.

**ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.**

**ESSENTIAL FUNCTIONS:**

| % | TASK/DUTIES |
|---|---|
| **35%** | **CLERICAL / RECEPTION**<br>Provide public facing support at the front counter. Provide clerical support to the Visitor Services program (VSP), Maintenance & Facilities program (MFP) and Interpretation and Education program (IEP) for the sector. Write and complete correspondence, letters, memos, forms, and reports. Answer all incoming calls promptly and professionally, screen, direct, and route call to the appropriate staff, take messages and disseminate timely; greet visitors at front counter. Answer a variety of questions from visitors, members of public, agency representatives and staff accurately. Receive, open and distribute department mail appropriately. Maintain office supply and perform inventory. Assist with managing filing systems for confidential reports/records. Maintain confidentially when handling, disseminating, and filing sensitive documents, police reports, investigative documents, etc. Assist with processing Public Records Act. Liaise with district attorney offices, superior courts, and other enforcement and public safety agencies. Collaborate with enforcement, educational, maintenance, supervisory and managerial staff on special projects. Expected to competently operate suite of Microsoft programs and apps. Willing to learn new technology and operating systems for operational continuity. |
| **30%** | **ACCOUNTING / FISCAL SUPPORT**<br>Provide accounting support such as cashiering and accounting protocols in accordance with department policy. Assist with purchasing supplies Process permits, confirm reservations, collect fees and compile revenue for deposit. Audit reports of collection and complete accountability reports. Report revenue on accountability databases according to department policy. Process payment and file event permits, confirm reservations, collect fees and compile revenue for deposit. Utilize Reserve California to inform visitors of availability, block sites, and set aside administrative facilities for departmental use. Sell passes and issue receipts. Operate POS system. Handle cash and make change. |

| 30% | **PERSONNEL SUPPORT**<br>Assist in training seasonal and visitor services staff. Act as kiosk coordinator during visitor season, ensure accountable documents, training materials, change funds and business machines are in ample supply and working order. Maintain high expectation of quality control on kiosks and with staff providing initial visitor interaction. Enforce uniform standards, policy compliance, and best practices in customer service. Act as lead person for Park Aides and Senior Park Aides. |
|---|---|

**MARGINAL FUNCTIONS:**

| % | TASK/DUTIES |
|---|---|
| 5% | Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs. Complete light housekeeping in sector office and other facilities as needed. |

**TYPICAL WORKING CONDITIONS**

Typically reporting to sector office as primary workstation. May report to a field location to assist staff with inventory, training, and troubleshooting system malfunctions.

**TELEWORK DESIGNATION**
**This position is designated as: (Check one)**

☐ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☒ Not Telework Eligible

**SPECIAL REQUIREMENTS:**

Possession of a valid class C driver's license is required. The Office Technician (PI) will be expected to exercise a high degree of initiative, independence and originality in performing assigned tasks. The Office Technician (PI) will be expected to communicate with the public and other departmental and outside agency representatives regularly by phone, email, and in-person about detailed and sensitive subject matters, initiating correspondence involving the knowledge and application of detailed regulations, policies and procedures. The Office Technician is expected to employ good judgment and the ability to communicate effectively as a primary skill. The Office Technician is expected to provide functional guidance in training and assisting less experienced employees. The Office Technician is required to regularly perform typing duties as an essential part of the job.

**The statements contained in this job description 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. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.**

**SUPERVISOR STATEMENT:**
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

| SUPERVISOR NAME (PRINT OR TYPE) | SUPERVISOR SIGNATURE | DATE |
|---|---|---|
| | | |

**EMPLOYEE STATEMENT:**
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

| EMPLOYEE NAME (PRINT OR TYPE) | EMPLOYEE SIGNATURE | DATE |
|---|---|---|
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