State of California
Department of
Industrial Relations

DUTY STATEMENT

☐ CURRENT

☒ PROPOSED

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
OfficeTechnician (Typing)	DEU Clerk

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	DEU

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Santa Ana	400 – 649-1139-008

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
1	2	No	No	No

General Statement

Under the direct supervision of the Office Services Supervisor II (OSSII) or Presiding Judge (PJ), the Office Technician (Typing) (OT(T)) serves as the Disability Evaluation Unit (DEU) Clerk in the Division of Workers' Compensation, performing a wide range of clerical duties evaluating and processing a variety of incoming legal documents into the Electronic Adjudication Management System (EAMS) that are filed in and processed for DEU cases. Assist the public both in person and on the telephone in the Spanish language.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
40	Review and analyze DEU case opening documents, forms, correspondence and medical documents for validation, correctness, sufficiency of information and conformance with Labor Code statutes, court rules and legal filing procedures; scan legal documents for DEU into EAMS using specialized software; manage a case assignment workload; assess incoming legal filings and forward to a DEU Rater or judge for urgent action; prepare document discrepancy notifications; update and maintain EAMS and Permanent Disability California (PDCA) software information; Input data for case make up and maintenance for both EAMS Disability Evaluation Unit (DEU) product case and separate computer system.
35	Provide excellent customer service to both the English and Spanish speaking public at the front window and on the telephone; process summary, consult and formal rating requests; serve documents on parties; read medical reports and update information into PDCA for a permanent disability rating. Schedule DEU Rater cross-examinations; review and allocate in person requests for walk-in ratings; evaluate injured worker or Claims Administrator requests for assistance by providing general information, forms and/or necessary material.
20	Advise parties regarding status of rating requests, dispense rating and workers' compensation information; take messages for DEU raters. Request legacy paper files from the State Records Center (SRC); assess workload for monthly district office status reports to supervision. Review Public Records Act (PRA) requests and compare with EAMS documents; redact confidential information for non-parties and download database information onto CD(s).

Percentage of Time Spent	**Marginal Job Functions**
5	Participate in interoffice projects, meetings, trainings, and drills; provide assistance to Administration, Facilities, and district offices; act as lead as directed; and occasionally travels to other district offices to provide coverage.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. As a state employee, you are responsible for arriving at and leaving work at the times agreed upon by your supervisor, including returning on time after lunch and break periods. You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. Once you are a permanent state employee, your work will be evaluated by your immediate supervisor. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development.

Supervision Received

The OT(T) reports directly to and receives the majority of assignments from the OSSII; however, direction and assignments may also come from PJ.

Supervision Exercised

N/A

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The OT(T) works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the OT(T) works in a cubicle in close proximity to others. The position is required to work extensively on computers, scanners, shredders and/or copiers as necessary for processing work, drafting email communication, and other purposes.

Special Requirements/Other Information

The OT(T) must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DWC. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, have good computer skills with proficiency in Microsoft Office software.

Physical Abilities

The OT(T) will work 40 hours per week, Monday through Friday. The position requires use of office equipment including, but not limited to a personal computer, telephone, scanner, shredders and multi-function copy machine. Some travel may be required to other district offices as well as to attend meetings and/or training.

Additional Requirements/Expectations

The OT(T) must have knowledge of or the ability to learn EAMS, specialized scanning software, legal concepts, terminology and technical legal terms. The incumbent is expected to maintain confidentiality at all times due to their access to sensitive information and the nature of the work performed. The incumbent must have the ability to follow the policies and procedures of DIR and DWC, work with staff at all levels, be dependable, and communicate effectively to complete work assignments. This position requires fluency in the Spanish language.

Personal Contacts

The OT(T) will interact continuously with other staff members at all levels within DIR and DWC. The incumbent has frequent contact with members of the public including attorneys, injured workers, claims administrators and employers requesting information on cases contained in the EAMS.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name	Employee Signature	Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and 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	Supervisor Signature	Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials	Approval Date