

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31313	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Human Resources (OHR)	
UNIT NAME Personnel Transactions and Payroll Branch	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, 7th Floor, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION OFFICE TECHNICIAN (TYPING)	POSITION NUMBER 306-271-1139-012	CBID R04
POSITION ELIGIBLE FOR TELEWORK: ☐ Yes ☒ No	PROBATIONARY PERIOD ☒ 6 Months ☐ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS) Monday - Friday; 8 a.m. - 5 p.m.	TENURE P	
WORKING TITLE OFFICE TECHNICIAN (TYPING)	TIMEBASE FT	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☒ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION☒ Rank and File☐ Supervisor☐ Specialist☐ Office of Administrative Hearings☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general direction of the Supervisor I, this position is responsible for a wide spectrum of clerical and administrative duties in order to support the Personnel Transactions and Disability Unit (PTU/(DTU)) and Classification and Certification Unit (C&C). The incumbent will provide administrative support for the Office of Human Resources (OHR) including, but not limited: to preparing documents, maintaining official personnel files (OPF) and retention practices. Greeting OHR guests, ordering office supplies, assisting OHR guests by phone. Provide escort services, prepare various forms using the Activity Based Management System (ABMS) and Project Leave Accounting (PAL). Utilize the State Controllers Mobious program, in addition to the new ServiceNow database.

☐ Medical Clearance☐ Background Clearance☒ Typing☐ DMV Pull Notice☐ Drug Testing**SPECIAL REQUIREMENTS**☐ Vehicle Home Storage Permit☐ Driver's License and Class (specify below in Description)☐ Certificate (specify below in Description)☐ Professional License (specify below in Description)☐ Other (specify below in Description)

Typing

A valid Typing Certificate of Proficiency of not less than 40 words per minute.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Utilize various automated systems and websites to accomplish daily work. Adhere to the established security guidelines provided by the California Department of Human Resources (CalHR) and to best practices established by DGS. Perform in an environment with multiple priorities under deadlines and pressure. Provides a variety of clerical support duties for the OHR by logging and distributing sensitive documents, letters and various correspondence. Destruction and maintenance of confidential documents, and maintaining various spreadsheets in order to provide timely and accurate information and to ensure office needs are met. Prepare correspondence, draft reports, and

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	work on special projects for the various units in OHR. Provide guidance to customers on where to find established policies, procedures, forms, and departmental guidelines. Utilize Microsoft Office Suite and other appropriate software. Open OHR mail on a daily basis and disperse to assigned OHR staff. Scan various OHR documents to shared drive. Draft and maintain front office duty process and procedures.
30%	Conduct Official Personnel File (OPF) reviews with hiring managers and employees, provide over the phone and in person customer service to the front OHR walk up window. Monitor and assign "ask OHR" tickets to appropriate OHR employee and follow up on those ticket for timely completion. Prepare new employee OPF request, prepare separation folders with proper purge date in accordance with the PTU/DTU Retention Schedule. Maintain consistent communication with the Personnel Specialists and communicate with Personnel Transactions Unit regarding issues as they arise.
20%	Log and maintain Notice of Personnel Actions (NOPA) documents in assigned folder for audit purposes. Provide a variety of clerical support to the DTU by preparing and mailing assigned disability and informational packets. Track and monitor the OPF that are being transferred between State agencies. Prepare meeting minutes and prepare meeting agenda. Track and process incoming OPF requests. Conduct verification checks of last or highest list appointment on applicants employed with other departments and ensure timely responses to analysts with accurate information. Provide employment verifications to other departments from a dedicated email request line.
10%	Assembles files for annual file archive by collecting appropriate files, preparing the required worksheets, and preparing archive boxes as required by the approved Records Retention schedule, in order to send for confidential retention and subsequent destruction to ensure compliance with the Records Retention Act. File employee documents into OPF and other OHR files.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Acts as back up to other clerical support staff. On occasion you will be requires to answer Multi-line telephone system;directing and transferring callers to appropriate Dept of General Services division, other state agencies and the general public.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Sit at a desk for long periods of time, stooping, bending, kneeling, reaching, push/pulling.

DESIRABLE QUALIFICATIONS

Good attendance

Punctual

Proficient in Outlook, Excel and MS Word

Experience in drafting business correspondence

Filing Alpha and Numeric
Team player
Experience Multi-tasking

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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