

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 30267-OAH	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Administrative Hearings	
UNIT NAME General Jurisdiction Division - Sacramento	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 2349 Gateway Oaks Drive, STE 200 Sacramento, CA 95833	
CIVIL SERVICE CLASSIFICATION Office Technician (Typing)	POSITION NUMBER 306-659-1139-052	CBID R04
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☒ 6 Months ☐ 12 Months ☐ N/A	WORK WEEK GROUP WWG 2
WORK SCHEDULE (DAYS / HOURS) Monday through Friday, 8:00AM to 5:00PM	TENURE Permanent	
WORKING TITLE Office Clerk	TIMEBASE Full-Time	
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) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's 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 guidance and general direction of the Supervisor I, the Office Technician (Typing) in the OAH General Jurisdiction (GJ) Division supports Supervising Administrative Law Judges (Sup ALJs) and Administrative Law Judges (ALJs). The position performs clerical, reception, and customer service duties that help cases move forward. The role requires knowledge of the Lanterman Act and Related Laws (Lanterman Act), Administrative Procedure Act (APA), state laws, regulations, and hearing procedures.

☐ 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.

Telework

The employee must reside in California.

DMV Pull Notice

This position requires participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Provides customer service to DDS clients by giving general and case information. Handles basic casework by initiating the case opening process and entering case-related information, reviewing filings, and uploading required documents. Responsibilities include answering incoming calls,

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PERCENTAGE	DESCRIPTION
	contacting parties, retrieves filings by monitoring the electronic filing system, transferring documents into OAH's case management system (CMS), scheduling hearings, preparing and distributing notices to all parties of hearings, mediations. Prepares proofs of service and signs under penalty of perjury in order to follow proper statutory timelines. Request interpreters for translations of documents, mediations and hearings. The position ensures accordance with the Lanterman Act, and standard procedures governing administrative adjudicatory matters for OAH are met. The role requires the use of a multi-line telephone system, OAH's CMS, SFT, Microsoft Office, Zoom and related systems and software and outside interpreter services.
20%	Issues and transmits notices, orders and other legal documents. Responsibilities include updating and managing OAH's database to reflect current information, proofreading, formatting, and ensuring accessibility requirements are met in order to issue legal documents to external parties and agencies. The position ensures accordance with the Lanterman Act, OAH format, and within statutory, regulatory, and office performance timelines. The role requires the use of OAH's CMS, Microsoft Word, Adobe Acrobat and OAH's SFT.
15%	Coordinates Hearing schedules by confirming and updating hearing calendar via Zoom app for court reporting agencies and vendors. Coordinates service requests from the public, parties and agencies. Responsibilities include reviewing and processing oral and written inquiries requesting accommodations under the American with Disabilities Act (ADA) and other assistance for sensitive needs in order to provide individuals with equal and safe access to legal proceedings. The position ensures compliance with OAH and DGS policies on the security and privacy of records. The role requires the use of OAH's in-house counsel, OAH's Administration Division, interpreter services, or California Highway Patrol.
15%	Reviews mediation agreements, settlement agreements and related legal documents to determine case-closure requirements. Responsibilities include updating OAH's CMS with case closing data, and notifying all parties, assigned ALJ, Sup ALJ, and contracting hearing services providers of case closure in order to follow office performance timelines. All actions must comply with the Lanterman Act, OAH procedures and applicable laws and approved records retention schedule. The role requires the use of OAH's CMS, SFT Voip Soft Phones, Zoom and other related applications.
10%	Processes motions, orders and other legal documents. Responsibilities include drafting, typing, issuing documents and signing proofs of service under the penalty of perjury in accordance with established procedures, the internal State Agency Manual, California Style Manual and DGS Writing Style Guide. The position ensures required timelines are met in compliance with the Lanterman Act and provides administrative support to Sup ALJs, ALJs, agencies, and the public. The role requires the use of Microsoft Word, Adobe Acrobat, OAH's exhibit management system, SFT, OAH's CMS, Microsoft Teams, Zoom, and other related applications.

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PERCENTAGE	DESCRIPTION
5%	Provides support and back-up coverage to the receptionist as needed by greeting and assisting OAH customers, providing clear and accurate information, and directing visitors and callers to the appropriate staff and resources. Proofreads, prepares, distributes legal documents using Microsoft Word, Adobe Acrobat, SFT, OAH's case management system and related tools. All work must comply with the Lanterman Act, OAH procedures and applicable laws. Responsibilities include sorting and distributing mail, processing incoming documents, and completing daily opening and closing procedures in order to maintain efficiency and support the reception area. The position ensures excellent customer service is provided to the public, state agencies, and OAH staff and overall OAH customer satisfaction. The role requires the use of OAH's case management and electronic filing systems.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☒ Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

- This position requires appropriate attire for a professional office environment, understanding that the position interacts with parties appearing before OAH, the public, and other state agencies, in person and by videoconference.
- Travel may be required on an occasional basis, and as needed, to meet the operational goals of the Office of Administrative Hearings.
- Daily and frequent use of personal computer and a variety of office software applications
- Capability to remain at an office workstation for extended periods of time
- Ability to transport office supplies, files, and books

DESIRABLE QUALIFICATIONS

- Effectively manage multiple tasks, challenging high volume workload and strict regulatory and procedural deadlines calmly and efficiently.
- Ability to work well with changing assignments and priorities
- Ability to use good judgment and take effective action

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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RPA NUMBER 30267-OAH	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Administrative Hearings	
UNIT NAME General Jurisdiction Division - Sacramento	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 2349 Gateway Oaks Drive, STE 200 Sacramento, CA 95833	
CIVIL SERVICE CLASSIFICATION Senior Legal Typist	POSITION NUMBER 306-659-3224-xxx	CBID R04
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☒ 6 Months ☐ 12 Months ☐ N/A	WORK WEEK GROUP WWG 2
WORK SCHEDULE (DAYS / HOURS) Monday through Friday, 8:00AM to 5:00PM	TENURE Permanent	
WORKING TITLE Legal Office Clerk	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☐ Yes ☒ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN) TBD	EFFECTIVE DATE TBD	

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

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POSITION CONCEPT

Under the general supervision of the Supervisor I, the Senior Legal Typist (SLT) in the OAH General Jurisdiction (GJ) Division supports the Supervising Administrative Law Judges (Sup ALJs) and Administrative Law Judges (ALJs). This position performs clerical and administrative duties that help cases move forward. The role requires knowledge of the administrative adjudicatory process, applicable state statutes and regulations, and legal procedures and practices related to case management of administrative hearings, in accordance with the Lanterman Act and Related Laws (Lanterman Act), California Administrative Procedure Act (APA), state and local agency statutes and regulations, and standard procedures governing administrative adjudicatory matters for OAH.

☐ Medical Clearance	☐ Background Clearance	☐ Typing	☒ DMV Pull Notice	☐ Drug Testing
☐ 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)		

Telework
The employee must reside in California.

DMV Pull Notice
This position requires participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Handles intermediate casework by initiating the case opening process and entering case-related information, reviewing incoming filings and required documents. Responsibilities include contacting parties, scheduling hearings, preparing and distributing notices to all parties of hearings, mediations. Prepares proofs of service and signs under penalty of perjury in order to follow proper

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PERCENTAGE	DESCRIPTION
	statutory timelines. The position ensure all actions follow the Lanterman Act, APA, state and local agency requirements, and standard procedures for administrative adjudicatory matters. The role requires the use of OAH's case management system (CMS), Secure File Transfer System (SFT), Zoom, Acrobat Adobe, Voip Soft Phones and Microsoft Office.
25%	Prepares for review, issues and transmits orders and other legal documents. Responsibilities include drafting, typing, and issuing documents in accordance with established procedures and signing proofs of service under penalty of perjury. Proofreading, formatting, and ensuring accessibility requirements are met in order to issue legal documents to external parties and agencies. The position ensures accordance with the Lanterman Act, internal State Agency Manual, California Style Manual, DGS Writing Style Guide, OAH format, and within statutory, regulatory, and office performance timelines. The role requires the use of OAH's CMS, Microsoft Word, Adobe Sign, Adobe Acrobat and the SFT.
20%	Processes motions, orders, and other legal documents by monitoring the SFT, transferring documents into OAH's CMS and notifying the appropriate parties of receipt. Updating OAH's CMS, ensures compliance with statutory, regulatory, and office timelines and provides administrative support to the public, Sup ALJs, and ALJs. Completes work using Microsoft Office, Adobe Acrobat, OAH's electronic exhibit management system, SFT, OAH's CMS, Microsoft Teams, Zoom, and other related applications.
15%	Reviews mediation agreements, settlement agreements and related legal documents to determine case-closure requirements. Responsibilities include updating OAH's CMS with case closing data, and notifying all parties, assigned ALJ, Sup ALJ, and contracting hearing services providers. Ensures compliance with the Lanterman Act, office timelines, OAH procedures, approved records retention requirements using OAH's case management system. The role requires the use of OAH's case management system.
5%	Coordinates service requests from the public, attorneys, attorney staff, parties and agencies. Responsibilities include reviewing and processing oral and written inquiries requesting accommodations under the American with Disabilities Act (ADA) and other assistance for sensitive needs in order to provide individuals with equal and safe access to legal proceedings. The position ensures compliance with OAH and DGS policies on the security and privacy of records. Coordination may include working with OAH's legal counsel, OAH's Administration Division, interpreter services, or California Highway Patrol.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Provides support and back-up coverage to the receptionist as needed by greeting and assisting OAH customers, providing clear and accurate information, and directing visitors and callers to the appropriate staff and resources. Responsibilities include answering incoming calls, sorting and distributing mail, processing incoming documents, and competing daily opening and closing procedures in order to maintain efficiency and support the reception area. The position ensures excellent customer service is provided to the public, state agencies, and OAH staff and overall OAH customer satisfaction. The role requires the use of the multi-line telephone system, OAH's case management and electronic filing systems.

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

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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.

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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
Maryjosephine Norrington		

C & P APPROVED BY	DATE SIGNED