State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Support Services Assistant (General)	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Office of Policy & Administration/Access & Functional Needs	POSITION NUMBER: 163-122-1432-904 (51362)	CBID: R04
TENURE: Limited Term	TIME BASE: Full Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): A	PROBATIONARY PERIOD: ☐ 6 Mos. ☐ 12 Mos. ☒ N/A
IMMEDIATE SUPERVISOR: Chief, Office of Access & Functional Needs	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
   This incumbent will be under the direct supervision of the Chief, Office of Access and Functional Needs (OAFN).

2. SUPERVISION EXERCISED:
   None.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   Physical tasks will include driving and operating a full-size wheelchair accessible van; standing, lifting 150 pounds, bending, and assisting a person with a disability to use the restroom, and travel overnight or over multiple nights.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   This incumbent will work directly with the Chief, OAFN and may interact with:
   1) Employees of the California Governor's Office of Emergency Services (Cal OES) and other state agency representatives
   2) Cal OES Executive Staff/Management
   3) Local government executives and emergency managers
   4) Federal agency representatives
   5) Legislative staff/Governor's Office
   6) General public.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   If the incumbent fails to perform their duties and responsibilities as described within this duty statement, the consequences will negatively impact the effectiveness and efficiency of the OAFN, cause inconvenience, impede information sharing, may affect the health/safety of personnel and citizens, and delay completion of important assignments thereby affecting OAFN and its partners. The magnitude of the impact would vary from low, to moderate, to significant, to critical depending upon the commission or omission of the action and the circumstances involved at the time of a major event.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

   May be required to work in the State Operations Center (SOC), Regional Emergency Operations

(CONTINUED)- EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under the direct supervision of the Chief of the OAFN, the Support Services Assistant (General) will provide personal assistance to the known physical limitations of an otherwise qualified disabled state employee. Services include, but are not limited to, serving as a messenger; transporting and accompanying the Chief to places of business where services are otherwise unavailable; performing simple clerical services; and doing other related work.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	Provide assistance for the employee with disability personal needs, in a back-up capacity on an intermittent basis: • Aiding in restrooms • Adjusting clothing • Retrieving dropped items and packing computer equipment • Making sure passageways and doorways are accessible • Carrying items to and from meetings • Assisting in obtaining food and drink as needed, and assistance in feeding if necessary • Lifting and transferring up to 150 lbs. • Assisting with bathing, appropriate clothing, carrying luggage, and adhering to schedule while on official travel.
35%	Travel within California, and occasionally out of state to provide personnel assistance services (attendant care). Must have a valid Driver's License to provide transportation services to and from residence, workplace, and meetings, including mapping directions. Also must be able to drive and operate a wheelchair accessible van, and may assist in determining potential accessibility problems and solutions for the employee with a disability when traveling.

15%	Provide administrative support to OAFN Chief as needed. Perform sensitive clerical support duties in accordance with office and departmental guidelines and policies. Independently type and/or format correspondence, reports, forms, budgetary and fiscal documents, confidential personnel reports, contracting templates, and other documents as requested. Proofread correspondence/documents for management's signature by reviewing for accuracy, format, grammatical construction, and typing errors. Direct and advise internal and external customers by using a high degree of discretion and providing courteous and informative assistance. Provide clerical support as needed for the OAFN Chief by answering telephone calls, directing callers to the appropriate person, and taking messages.
10%	Provide customer service to staff and/or public by distributing information and/or referring customers to appropriate resources. Communicate with others orally to gather pertinent information to complete work assignments. Provide guidance and direction to other/new employees. Complete travel arrangements for staff and ensure the most economical travel solution is used. Schedule and manage calendars for meetings in the conference rooms. Assemble materials for meetings/presentations and/or distribution to be used as reference by staff and interested parties. Create and/or update documents, weekly schedules, attendee lists, meeting agendas, and meeting minutes to ensure accuracy. Assist in scheduling interview rooms. Process external and/or internal mail reviewing labeling to ensure that mail is accurately addressed. Process incoming mail (e.g., receive, open, date/time stamp, log, sort) to properly distribute using various materials to appropriate recipient.
Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☒	☐	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☐	☐	☒
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☐	☒	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☒	☐	☐	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☒	☐	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☐	☒	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☒	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☒	☐	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☐	☐	☒	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☐	☐	☒	☐
KNEELING:	☐	☐	☐	☒	☐
PUSHING OR PULLING:	☐	☐	☐	☒	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☐	☐	☐	☒
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☒	☐
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I 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 the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title