Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Technician (Typing)	Office Technician (Typing)
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-309-1139-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Fiscal and Operations Services Group/Operations Services Unit	Kenneth Pettis
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance Branch	7/1/2026

Duties Based on: ☐ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required
☐ May be Required to Work in Multiple Locations
☐ Requires DMV Pull Notice
☐ Travel May be Required
☐ Call Center/Counter Environment
☒ Requires Fingerprinting & Background Check
☐ Bilingual Fluency *(specify below in Description)*
☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under the general direction of the Operational Services Unit (OSU) manager, the Office Technician (Typing) serves as the Divisional Receptionist for the Disability Insurance Branch (DIB). The incumbent provides professional administrative support to ensure efficient communication and coordination among internal staff, management, and other EDD divisions. The OT (T) performs a variety of minor technical, and clerical tasks that facilitate daily DIB operations. This position serves internal customers only and has minimal contact with external customers.

Percentage of Duties	Essential Functions
40%	Serves as the primary internal receptionist for the DIB, acting as the first point of contact for staff, managers, guests, and employees from EDD areas. Greets and assists internal visitors in a professional and courteous manner, ensuring a welcoming environment. Responds promptly to internal guest requests, emails, and in-person inquiries, and accurately routes questions and requests to the appropriate personnel or unit. Coordinates internal meeting logistics, including scheduling, setup, and maintaining the cleanliness and organization of DIB conference rooms, common areas, and kitchenettes/breakrooms. Supports branch operations by monitoring reception activities, maintaining a secure and orderly front desk area, and reinforcing customer service standards for all internal interactions. Ensures visitors and guests sign-in for historical visitor tracking logs (i.e., FTI). Develops and manages internal tracking systems for information requests and assignments to ensure timely and accurate processing. Delivers logistical and administrative support for internal training sessions, meetings, and employee recognition events. Performs additional related duties as needed to advance the operational objectives of the DIB. Provides efficient and timely support and services in accordance with established procedures. Identifies to the supervisor any breakdown of established procedures, situations not met by procedures.
35%	Picks up incoming mail and delivers outgoing mail to the mailroom and other designated areas daily. Opens, date-stamps, reviews, sorts, and distributes incoming mail to the appropriate staff and/or mailboxes. Prepares and sends outgoing mail; processes and distributes inter-office mail; and handles shipping through carriers such as UPS, FedEx, and GLS. Develops and maintains internal tracking systems for mail and ensures accurate and timely processing. Coordinates with staff to resolve any issues related to mail delivery or routing.
15%	As needed, prepares professional correspondence, summaries, spreadsheets, and reports for management review. Reviews documents for completeness and accuracy prior to routing or filing. Applies standards from the EDD Correspondence Guide, EDD Brand Manual, and Gregg Reference Manual to ensure accuracy and professionalism. Monitors and tracks sensitive or time-critical documents to maintain accountability and compliance. Assists with shared electronic folders to maintain consistency and accessibility for staff. Coordinates branch-wide communications both virtual and physical and ensures timely distribution of internal directives and notices. Coordinates onboarding activities for new employees, including workspace preparation. Restocks supply areas and other equipment as needed.
5%	Serves as supply clerk, initiating and processing purchase requisitions. Assists with the maintenance of office equipment and manages supply inventories, including ordering, stocking, and record-keeping responsibilities. Provides coverage and backup support to other administrative staff during absences or periods of high workload.
Percentage of Duties	**Marginal Functions**
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%

Walking: Occasionally - activity occurs < 33%	Temperature:Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: *Click here to enter text.*	

Type of Environment:
☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other**:**

Interaction with Customers:
☐ Required to work in the lobby ☐ Required to work at a public counter
☒ Required to assist customers on the phone ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:
(List total per each classification of staff)

N/A

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: Kenneth Pettis

Supervisor's Signature: Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	10/28/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)

- Provide a copy to the employee
- File original in the supervisor’s drop file