State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Office Services Supervisor II (General)	Office Services Supervisor II (General)

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	UEBTF South

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Los Angeles	400 – 792-1150-047

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
S04	2	No	No	No

General Statement

Under the general direction of the Workers' Compensation Manager, the Office Services Supervisor II (OSS II) plans, organizes, and directs the work of subordinate staff in a major geographical area. The OSS II attends meetings and conferences to gain information on workers' compensation programs and operations of an office. OSS II performs the following duties:

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

Percentage of Time Spent	Duties **Essential Job Functions**
45	Plans, organizes, directs, and reviews work of subordinate clerical staff including coordination of employees and prioritization of workload in the Uninsured Employers' Benefits Trust Fund (UEBTF). Assures all incoming and outgoing mail are processed accordingly, and all documents are processed timely. Oversees/ensures payment processing is completed timely and check print processing operation is without errors. Ensures all clerical staff duties are performed timely and maintains control of any backlog clerical duties.
35	Participates in the interview and hire process of clerical staff. Oversees and trains employees for the claims clerical office functions. Evaluates performance, prepares written performance appraisal reviews of his/her staff and recommends appropriate action. Compiles monthly reports from the staff, submits periodic reports to management relating to performance, and office operation activities. Acts as the department/office Attendance Reporting Officer (ARO). Ensures appropriate telephones coverage during regular business hours, and the public is timely and appropriately attended.
15	Confers with the Claims Unit Manager to assure uniform application and interpretation of policies and procedures. Provides leadership and conducts regular meetings with the subordinate staff regarding procedures and areas where there are issues and/or improvements may be made.
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Percentage of Time Spent	Marginal Job Functions
5	Ensures all office machines are in proper working order and oversees office supply needs. Performs other assignments and projects as requested/needed.

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. 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 Office Services Supervisor II (OSS II) is under the direct supervision of the Workers' Compensation Manager.

Supervision Exercised

Under general direction, the Office Services Supervisor II (OSS II) supervises Office Assistant (OA), Office Technician (OT), and Management Services Technician (MST) in the Clerical Support Unit.

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

Work Environment

The duties of this job are performed indoors most of the time. The employee works in the Los Angeles Office, located at 320 West 4th Street, Suite 690, Los Angeles, CA 90013. The employee's cubicle is equipped with standard office equipment. Attend meetings in designated conference rooms and be willing to travel for off-site meeting/trainings, work in a team environment and independently.

Special Requirements/Other Information

N/A

Physical Abilities

The OSSII will work 40 hours per week, Monday through Friday. The use of office equipment is required including but not limited to a personal computer, telephone, shredder and multi-function copy machine. The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

Additional Requirements/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. 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.

Personal Contacts

The Office Services Supervisor II (OSS II) collaborates with other DIR and State agencies, coordinates with the Workers' Compensation Manager, and interacts with internal and external clients, such as applicant attorneys, medical providers, lien claimants, injured workers, Accounting, Information Technology, and other stakeholders on a periodic basis. There may be HIPAA and ADA rules that limit the use and disclosure of protected health information.

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