State of California
Department of
Industrial Relations
EST. 1927

DUTY STATEMENT

☒ CURRENT

☐ PROPOSED

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Office Services Supervisor II	Administrative Court Services Supervisor II

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	District Office

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Oakland	400 – 669-1150-043

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 Presiding Worker's Compensation Judge (PWCJ) and/or Office Services Supervisor III, the Office Services Supervisor II (OSS II) will supervise, train, plan, organize and direct the work of Office Technicians (OTs), student assistants, and other clerical employees. The OSSII should have a working knowledge of the Electronic Adjudication Management System (EAMS). The OSS II will perform 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**
40	Plan, organize, assign and direct the work of clerical staff in a district office including coordination of employees for office coverage, and prioritization of workload in the Claims Adjudication Unit; review, analyze, and research complex legal cases and case-opening documents; perform the more difficult and complex clerical work assignments; interview, hire and train new employees; evaluate staff performance; recommend appropriate action and prepare written performance appraisals yearly; complete office reports for Presiding Workers' Compensation Judge (PWCJ) or Administration for statistical purposes.
30	Ensure that all incoming and outgoing mail is processed in a timely manner and that all documents are processed timely into the EAMS; scan, complete and process documents to assist with office backlog. Meet with clerical staff to provide updates and/or reminders on any changes in departmental policy, EAMS and state laws or regulations; act as liaison between the clerical staff and all district office staff such as the PWCJs, Workers' Compensation Judges, secretaries, Disability Evaluation Unit (DEU) and Information & Assistance (I&A) staff.
25	Provide quality customer service when assisting the public in-person, by phone or email regarding inquiries and/or requests; handle complaints about clerical staff and address issues as necessary; correct clerical or filing errors in EAMS; ensure the safety of the work environment and that all office equipment is in proper working order; assist with boxing of legacy files to ship to storage; ensure staff is up to date with mandatory trainings provided by the Department.

Percentage of Time Spent	**Marginal Job Functions**
5	Order supplies for the office; report office furniture surplus and recycle electronic equipment as directed by headquarters; provide necessary assistance to Administration, Facilities and the Associate Chief Judge as directed. Participate in interoffice projects, meetings, trainings, and drills; occasionally travel to other district offices to provide office supervision.

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 OSSII reports directly to and receives the majority of assignments from the PWCJ; however, direction and assignments may also come from the Legal Support Supervisor II (LSSII), Legal Support Supervisor I (LSSI) or OSSIII.

Supervision Exercised

The OSSII supervises OTs, student assistants and other clerical employees assigned to the district office.

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

Work Environment

The OSSII will work in an air conditioned office building with natural and artificial lighting as well as temperature control. In addition, the incumbent will work in a cubicle in close proximity to others. The position requires the incumbent to work extensively on computers, scanners, copiers, telephones, faxes, and/or shredders as necessary for processing work, drafting email communication, and other purposes.

Special Requirements/Other Information

The OSS II must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DWC. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read,

understand and follow oral and written instructions, and have good computer skills with proficiency in Microsoft Office software.

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. Some travel may be required to other district offices as well as to attend meetings and/or training.

Additional Requirements/Expectations

Due to privacy and personnel obligations, the OSSII will maintain confidentiality at all times. The OSSII is required to adhere to DIR and DWC policies, rules and procedures. The incumbent shall establish and maintain cooperative working relationships with staff at all levels and promote an amicable and professional work environment.

Personal Contacts

The OSSII has frequent contact with staff at all levels within DIR and DWC. The OSSII has occasional contact with attorneys, injured workers, hearing representatives, employers and the public who request non-confidential information related to cases assigned to workers' compensation judges.

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