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

EMPLOYEE:	CLASSIFICATION: Office Technician (Typing)	HEADQUARTERS: PSC Campus/Sacramento
PROGRAM/UNIT: Public Safety Communications/ Radio Communications/ Operations/ Region I Northern/ Area 03	POSITION NUMBER: 163-754-1139-001 (10850)	CBID: R04
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Telecommunications Systems Operations Supervisor I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
   The Office Technician (T) works under the general supervision of the Telecommunications Systems Operations Supervisor I (TSOS I).

2. SUPERVISION EXERCISED:
   N/A

3. PHYSICAL DEMANDS:
   SEE ADDITIONAL PAGES

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   This position will interact with all levels of Public Safety Communications (PSC) employees and the vendor community throughout the state, which comprises federal, state, and local agencies. This position acts as a liaison to the PSC support services staff and is responsible for establishing and maintaining working relationships with Cal OES co-workers and customers.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   This position has a direct impact on employee pay. Additionally, this position has a direct impact on procurement processes. An error in documentation could result in unnecessary expenses and charges to the client community. Ultimately, the consequence of error is the client's inability to respond to emergency situations.

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 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.

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
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 general supervision of a TSOS I, the Office Technician (T) is responsible for the daily operations of the area office, including the provision of administrative and clerical support.

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
25%	Provide clerical support to the area office. • Type, edit, and correctly format correspondence, including letters, memorandums, and reports as needed to maintain employee awareness and communicate pertinent information to all levels of staff. • Reconcile P-Card statements for the technicians and submit statements to supervisors for approval. Ensure P-Card statements are submitted to headquarters by the prescribed cut-off date. • Communicate electronically with various staff members to ensure required information and documentation are disseminated to client agencies, vendors, technicians, and Public Safety Communications (PSC) headquarters staff. • Perform general office organization and stocking inventory.
25%	To ensure timely completion of equipment installation and modifications for client agencies, maintains manual and electronic files according to office procedures. • Receive radio equipment installation and modification requests for client agencies and log those requests for tracking purposes per direction from the Area Supervisor. • Obtain the status of client agency projects in progress by interacting with area technicians. • Maintain a database of active and completed agency projects to ensure client agencies' public safety telecommunications projects are completed and documented properly.
20%	To ensure parts and materials are delivered on time to maintenance technician staff who support maintenance repairs and client agencies' telecommunications, public safety radio projects. • Receive radio shop requests for parts and complete necessary paperwork for ordering equipment to aid in job assignment efficiency and completion. • Follow up with buyers on the status of outstanding parts and equipment orders to ensure that projects are completed within the established deadline. • Pick up and deliver parts and materials to technician staff at the job site as needed for job completion. • Update, delete, and add property and parts inventory records into the area parts database and conduct annual physical inventories for inventory and cost control. • Reconcile records with headquarters property unit by phone or email correspondence to ensure accuracy of area inventory.

	• Responsible for using CAL-Card within the established procurement rules as defined in the State Administrative Manual (SAM), State Contracting Manual (SCM), and the department's policies and procedures.
10%	To ensure the TSOS I has current employee information required for managing staff personnel and travel requirements to maintain telecommunications, public safety radio equipment, and systems: • Reconcile the technician time sheets from database PSC-ES with weekly time sheets in Empower. • Prepare itineraries and make travel arrangements for the area office by making flight, car rental, and hotel reservations according to state contractual obligations. • Process travel expense claim forms, travel advance requests, and excess lodging forms for payment.
10%	To ensure technician staff receive information promptly to maintain telecommunications, public safety radio equipment, and systems, provide effective communication: • Use two-way radio to monitor and dispatch routine and emergency transmissions for clients and area radio shop personnel to communicate pertinent information as necessary. • Maintain various technical and administrative manuals by filing updates or revisions to maintain staff awareness of procedural or policy changes. • Process mail and distribute to appropriate staff.
Percent of Time	MARGINAL FUNCTIONS
5%	To ensure the area office and technician test equipment are managed and maintained: • Update, delete, and add area shop test equipment and area office equipment into the inventory databases. • Prepare test equipment and radio equipment repair letters to vendors following shop procedures to ensure the repair of the respective equipment by the appropriate vendor. • Ship and receive test equipment and radio equipment for area office and radio shops.
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:	☐	☒	☐	☐	☐

(CONTINUED) PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
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