State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ CURRENT

☐ PROPOSED

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Management Services Technician	Public Records Coordinator

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	District Office

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
Pomona	400 – 671-5278-104

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R01	2	No	No	No

General Statement

Under the supervision of the Presiding Workers' Compensation Judge, and receiving general direction from Associate Chief Judge, the Management Services Technician (MST) will learn and perform the less technical semi-professional analytical tasks as it relates to Public Records Act requests received for the assigned district office. The Management Services Technician, serving as the Public Records Act Coordinator, is responsible for effectively responding to Public Records Act (PRA) requests by reviewing and assessing all incoming requests according to the Government Code, Article 6250 on a timely and accurate basis using data and information gathered through research and analysis. The MST duties, include but not limited to, the following:

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

Percentage of Time Spent	Duties **Essential Job Functions**
40 %	Review and assess incoming Public Requests Act (PRA) requests for information on cases filed with and contained in the Workers' Compensation Appeals Board (WCAB) record to determine legal sufficiency. Interpret and apply rules and laws surrounding the Public Records Act, Labor Code statutes, court rules and procedures to determine whether information requested may be legally released. Consult with requestor for additional information if needed. Research all data sources including EAMS and conduct a preliminary assessment of which records can be provided and if the requestor is entitled to any records that must be redacted. Consult with the Presiding Workers' Compensation Judge or Associate Chief Judge to collaboratively review the information pulled to officially determine whether the information requested may be released. Once the determination has been made, redact relevant records in compliance with state and workers' compensation laws. Review and evaluate requests from the public for records for pre-employment screening. Assess what records may be released and what redactions are needed from a legal assessment. Draft appropriate notices regarding these records and issue once approval is received. For records that a party is seeking from a sealed case, communicate and advise the parties of the procedures for obtaining those records through proper petition and then forward that information to the Presiding Judge for ruling on the request. Independently respond with the necessary notices under PRA law to notify individuals of the status of their request within the timeframes established by State law. If records are located in the

	state records center (SRC) Coordinate with State Records Center (SRC) staff to obtain any records located in the SRC and provide notice as required by law. Collect copying fees and prepare deposits for the Accounting Unit.
30%	Manage and maintain tracking system of all PRA requests for the assigned district office. Ensure that the office logs are continuously up to date and respond to any related PRA issues from both an office and statewide standpoint. Report and work in conjunction with the statewide PRA coordinator on statewide PRA issues. Provide regular updates to the Presiding Judge, Associate Chief Judge and at times the Chief Judge on the status of PRA requests. Evaluate if there is any trends or patterns that Administration should be aware of. Make recommendations to Administration staff on policy and practices for responding to PRA requests. Confer with other PRA coordinators to assess best practices and assist with updating statewide PRA policy and procedures manual when needed.
25%	Provide excellent customer service to the public at the front window, on the telephone and by email for PRA requests and other workers' compensation issues; prepare and retrieve documents in EAMS for PRA and other purposes as needed.
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Click or tap here to enter text.	Click or tap here to enter text.
Percentage of Time Spent	**Marginal Job Functions**
5	Participate in interoffice projects, meetings, trainings, and drills. Provide necessary assistance to Administration, Facilities, the Regional Manager and the district offices. Act as lead as directed. Requires occasional travel to other district offices to provide PRA coverage, office coverage or process mail. Assist with SRC assignments to box up legacy paper files. Provide back-up coverage support. May perform other related duties as assigned.

Conduct, Attendance, and Performance Expectations

In a learning capacity under the Presiding Workers' Compensation Judge, the Management Service Technician will receive training and development regarding interpretation and application of the laws, rules, and procedures that apply to workers compensation cases. The Management Services Technician must have knowledge of or the ability to learn legal concepts, terminology and technical legal terms. The incumbent is expected to maintain confidentiality at all times due to the access to sensitive information and the nature of the work performed. The incumbent must have the ability to follow the policies and procedures of DIR and DWC, work with staff at all levels, be dependable, and communicate effectively to complete work assignments

Additionally, 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, the incumbent is responsible for arriving at and leaving work at the times agreed upon by the supervisor, including returning on time after lunch and break periods. The incumbent is 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. The incumbent and the supervisor will participate in the regular employee appraisal process throughout his/her/their career. This provides an opportunity

to discuss job performance and career development.

Supervision Received

The Management Services Technician reports direct to, and receives majority of assignments from the Presiding Workers' Compensation Judge; however, direction and assignments may also come from the Associate Chief Judge and/or Chief Judge.

Supervision Exercised

N/A

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

Work Environment

The incumbent works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the incumbent works in a cubicle in close proximity to others. The position is required to work extensively on computers as necessary for drafting documents, conducting research, drafting email communication, and other purposes.

Special Requirements/Other Information

The incumbent must possess the ability to learn the Public Records Act, Labor Code, regulations and court rules and communicate them effectively to the public.

Physical Abilities

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

N/A

Personal Contacts

The incumbent has frequent contact with staff at all levels within the Division of Workers Compensation and DIR. The incumbent has occasional contact with stakeholders, individuals requesting information through Public Records Act requests, and the public.

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