DUTY STATEMENT

Classification: Office Assistant (General)	
Working Title: Mail Operations Office Assistant	
Program: Administration	
Division: Program Support	
Branch: Administrative Services	
Section: Support Services	
Unit: Shipping, Receiving & Parking - Mail Operations Center	
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814	
COI Position: ☐ Yes ☑ No	Telework Eligible: ☐ Yes ☑ No
CBID: R04	Position Number: 808-202-1441-717
Bilingual Position: ☐ Yes ☑ No	Specify Language: Not Applicable

This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.

Job Summary:

Under general supervision of the Business Services Officer I (Supervisor) the Office Assistant is responsible for providing mail distribution and support services to programs within the Department. This position will perform a variety of duties which require the ability to communicate effectively, make quick and accurate evaluations of situations and take effective action.

Travel statewide, including travel to other Department of Health Care Services (DHCS) buildings in the Sacramento area, travel of up to 50% of the time, by automobile and Mail Operations Center vehicles is required to perform job related tasks. Travel related duties are dependent upon workload and operational need.

Job Summary (cont):

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	**Essential Functions**
40%	Prepare mail and parcels for delivery by screening and sorting mail into bins; bundle and tag mail for delivery; load prepared mail and parcels and deliver to designated areas. Acquire signature and electronic proof of deliveries; prepare incoming courier mail and parcels for delivery by inputting data into a tracking system and a computer, scanner, and Personal Digital Assistant. Load and unload mail and parcels by hand or hand cart to and from various locations; drive delivery vehicles on assigned routes to designated locations; separate and bundle client outgoing mail by interoffice or postal sorts; pick up all outgoing boxes and deliver to pickup area. Identify and sort by hand incoming mail; post outgoing mail using mail machines.
40%	Research undeliverable mail by using the Outlook global address book, the DHCS employee roster, or by examining the mail contents. Distribute informational memorandums and bulletins to DHCS offices according to appropriate codes. Use machines to place proper postage on outgoing mail and box material.
15%	Uses good judgment and awareness to coordinate and perform the pickup and delivery of large and/or bulky items (under 50 lbs.) received from external carriers such as FedEx, GLS, UPS, USPS, and other vendors. Report damaged or suspicious packages to the supervisor immediately and follow established safety protocols. Ensure timely and secure handling of all items. Utilize appropriate equipment such as hand carts, flatbed dollies, and MOC assigned vehicles to safely transport packages between designated locations within the facility and surrounding buildings. Assist with the loading and unloading of items from delivery vehicles, ensuring proper lifting techniques and utilization of proper safety equipment. Verify delivery documentation by checking shipping labels, tracking numbers, and delivery logs to ensure accuracy and accountability for all items handled. Communicate with receiving staff and internal customers to confirm delivery instructions, special handling requirements, or time-sensitive needs. Maintain the cleanliness and organization of mail room staging areas and delivery equipment to ensure a safe and efficient working environment.

Description of Duties:	
% of Time	**Essential Functions**

Description of Duties	
% Of Time	**Essential Functions**
% Of Time	**Marginal Functions**
5%	Other duties as required.

Supervision Received: Under General Supervision by the (enter supervisor classification):
Business Services Officer I.

Supervision Exercised: (check all that apply) ☑ Non-Supervisory Classification / None
☐ Clerical Staff ☐ Analytical Staff ☐ Technical Staff
☐ Professional Staff ☐ Supervisory Staff ☐ Managerial Staff

Special Requirements:
☐ Medical Evaluation /Clearance ☐ Typing Certificate ☑ Valid Driver's License
☐ Background Check / Finger Printing Clearance
☐ Valid Professional License (please specify): _____

Desirable Qualifications:
- Ability to move material which may weigh up to 50 pounds.
- Must be able to repetitively move boxes of various lesser weights.
- Typical work activities involve frequent and prolonged periods of standing, walking, bending, stooping, kneeling or squatting while performing duties.
- Use of safety equipment required during performance of duties.
- Ability to work in a noisy environment.

Working Conditions (Check all that apply):
Prolonged Periods of:
☑ Standing ☐ Sitting ☑ Kneeling ☑ Bending
Travel May be Required:
☑ Occasional ☐ Over Night
Requires Lifting of Heavy Objects up to: 50

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement.

Analyst Name:	Analyst Signature:	Date:
Claire Edde	Claire Edde Digitally signed by Claire Edde Date: 2026.10.28 09:02:23 -07'00'	10/28/2026

Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:	Employee Signature:	Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date: