California Department of Education
Human Resources Division
HRD-002 (Revised 06/2024)

☐CURRENT
☒PROPOSED

PR LOG #: 26-370

DUTY STATEMENT

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Office Technician (Typing)	

BRANCH
Opportunities for All

DIVISION	OFFICE
Special Education	Dispute Resolution Investigation Unit II

CBID	WWG	PCN	POSITION NUMBER	SPECIFIC LOCATION
R04	2	0992	174-663-1139-029	Sacramento

PROBATIONARY PERIOD	TENURE	TIME BASE	BILINGUAL POSITION
6 Months	Permanent	Full-Time	No

TELEWORK OPTION	SAFETY SENSITIVE POSITION	CONFLICT OF INTEREST CLASSIFICATION
Hybrid	No	No

DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under general supervision of the Education Administrator I in the Dispute Resolution Investigation Unit (DRU) 2 in the Office of Dispute Resolution of the Special Education Division, the Office Technician (OT) is responsible for working with a team of DRU OTs on the timely production and distribution of special education compliance complaint reports, tracking communication documentation related to special education compliance matters, and providing general administrative support including answering phones, processing mail, copying, scanning and filing, attendance and time sheet reporting, database entry, and shared file drive documentation and entry. With approximately 1,500 compliance complaints per year, the OT works daily and reliably as a team member within the DRU 2 and with other staff in the Office of Dispute Resolution units and throughout the Division.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

All employees are expected to work cooperatively with others, maintain regular, consistent, predictable attendance, and possess integrity, initiative, dependability and good judgment.

SUPERVISION BY

The incumbent reports directly to the Education Administrator I in the DRU 2.

SUPERVISORY RESPONSIBILITIES

This position does not exercise supervisory duties.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

This position requires long periods of times sitting in front of a computer workstation, repetitive use of hands, forearms, and fingers to operate a computer and a mouse. Work in the office is required at least two days a week, using lap top computer, printer, scanner, and attends in-person OT and/or staff meetings required once a month and as required.

ESSENTIAL/NON-ESSENTIAL FUNCTIONS

Relative % of Time Required: 40	☒ Essential Function	☐ Non-Essential Function

Duties Performed

Using a laptop or desktop computer and related equipment, accurately and timely processes, logs, tracks, distributes, and files documents received within the units in the Office of Dispute Resolution. Reviews documents for format, grammar, spelling, and content consistent with basic rules of English grammar, the California Department of Education Correspondence Guide, and unit OT protocols; provides administrative support to the unit administrator and Office administration.

As a member of a team, compiles Division and DRU information and data; assists with the creation of charts and spreadsheets; maintains confidential correspondence and administrative files; and inputs information into database, shared drives, and complaint files of staff work and assignments. Operates standard office equipment, such as telephone, computer, electronic facsimile, scanner, copier, printer, shredder, etc. Uses Microsoft Office Word, Excel spreadsheets, Access database, and Adobe. Works in Teams, Zoom, and other communication programs, as needed, for meetings and daily communication, including in-person meetings.

Relative % of Time Required: 20	☒ Essential Function	☐ Non-Essential Function

Duties Performed

Receives and distributes highly sensitive documents related to requested complaint investigations involving students with disabilities; sends documents to complaint investigator unit staff and others; scans and redacts documents, as needed, for reports and requests for records; assists in filing, maintaining and facilitating unit checklists and flowcharts related to complaint steps, flow, and timelines; makes recommendations for developing and revising records systems for continuous improvement; Assists in training investigators and other staff on new programs related to communication (such as Teams and Adobe).

Relative % of Time Required: 20	☒ Essential Function	☐ Non-Essential Function

Duties Performed

Assists with keeping DRU 2 attendance; maintains the DRU 2 calendar of absences; assists staff with time keeping functions and time sheets, both hard copy and electronic; responds to time keeping related questions and requests; and works with the DRU OT team to maintain the Office vacation calendar and log for attendance requests from staff.

Relative % of Time Required: 15	☒ Essential Function	☐ Non-Essential Function

Duties Performed

Participates in Unit, Office, Division, and Departmental staff meetings; collaborates on DRU 2 information sharing and meeting activities, and works as a team member on a variety of tasks related to special education for the students in kindergarten through grade twelve of California. Responds to telephone inquiries; provides back-up and support to Unit, Office, and Division phone activities.

Relative % of Time Required: 5	☒ Essential Function	☐ Non-Essential Function

Duties Performed

Other duties as assigned.

Relative % of Time Required:	☒ Essential Function	☐ Non-Essential Function

Duties Performed

SPECIAL/ADDITIONAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

This position requires the incumbent to have the ability to present ideas clearly and concisely orally and in writing; establish good work relationships; take constructive ideas and criticism; develop and maintain knowledge and skills related to specific tasks; complete assignments timely and accurately; adhere to departmental and unit policies and procedures; exercise tact; be resourceful; use good judgment; be punctual; and have good attendance.

PERSONAL CONTACTS

The incumbent will have contact with other staff within the Office of Dispute Resolution. Works daily with all levels of departmental staff. Communicates by phone and email with local educational agencies and the public including parents, attorneys, and advocates.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties and requirements listed above, and I am able to perform these duties with or without an accommodation. (If you believe an accommodation may be necessary, or if unsure of a need for an accommodation, inform the hiring supervisor or the Accommodations Coordinator at Accommodations@cde.ca.gov.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGEMENT

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

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

HRD C&P ANALYST	HRD APPROVAL DATE	EFFECTIVE DATE	DATE UPLOADED

This form will be kept in the employee's Official Personnel File.

Original - Classifications & Pay Office

Copies - Employee and Supervisor