State of California – Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Central Division	Office Technician (Typing) (PI)	549-677-1139-902
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
Capital District	Office Technician (Typing) (PI)	R04
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
Museums	125 I Street, Sacramento	
STATE HOUSING: (Check one)		**IMMEDIATE SUPERVISOR**
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		Guide II, Historical Monument (Supervisor)

SENSITIVE POSITION DESIGNATION: (Check if applicable)

☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961

POSITION DESCRIPTION

Under the direction of the Guide II, Historic Monument (Supervisor), the Office Technician (Typing) Permanent Intermittent (PI) provides clerical and administrative support for the Office of Volunteer Program Services at the California State Railroad Museum in Old Sacramento State Historic Park (SHP). The Office Technician supports more than 300 volunteers and independently performs a variety of clerical duties involving volunteer records, correspondence, scheduling, data entry, reports, training and event support, reimbursements, and office operations. The incumbent regularly communicates with volunteers, applicants, staff, partner organizations, vendors, and the public; uses Microsoft Office and the Better Impact volunteer management system; safeguards confidential records; organizes competing assignments; and completes work in accordance with departmental procedures and supervisory direction. The work schedule and any evening, weekend, holiday, requirements are determined by operational needs. The reporting location is 125 I Street, Old Sacramento, California.

ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.

ESSENTIAL FUNCTIONS:

%	TASK/DUTIES
25%	**VOLUNTEER RECORDS AND COMMUNICATION** Maintain accurate and confidential electronic and paper records for the volunteer program. Review records for completeness and accuracy; organize and file departmental forms, training documentation, emergency notification information, parking permits, uniform requests, award orders, and related materials; identify missing or inconsistent information; and follow up with volunteers or staff to resolve routine discrepancies. Draft, format, proofread, and distribute routine correspondence, notices, instructions, lists, labels, and other documents. Respond to telephone, email, written, and in-person inquiries; explain established program procedures; route complex or sensitive matters to the appropriate staff member; and keep volunteers informed of California State Railroad Museum and California State Parks news, schedules, and program information.
25%	**SCHEDULING DATA ENTRY AND REPORTING** Monitor the daily docent calendar and identify staffing vacancies. Contact qualified volunteers, record responses, update assignments, and prepare or distribute current schedules for museum programs and special events. Enter and maintain volunteer profiles, assignments, training status, and service hours in Better Impact and other approved tracking systems. Review entries for accuracy and completeness; reconcile routine differences; compile data; and prepare recurring

	and special reports, rosters, mailing lists, and summaries used for staffing, program planning, benefits, recognition, and appreciation awards.
25%	**RECRUITMENT ONBOARDING TRAINING AND EVENT SUPPORT** Provide clerical support for volunteer recruitment, onboarding, docent training, recognition activities, and other volunteer program events. Receive and organize applications and supporting documents; schedule appointments and training sessions; prepare correspondence, sign-in materials, name badges, packets, and room materials; track attendance and completion of required documents or training; and maintain related records. Communicate logistical information to participants and staff, assist with registration and event set-up, and refer eligibility, performance, policy, or other non-routine questions to the supervisor.
10%	**ADMINISTRATIVE AND FISCAL SUPPORT** Prepare and review routine expense reimbursement packets for submission to the California State Railroad Museum Foundation or other appropriate processing office. Verify that required forms, receipts, approvals, and supporting documents are present; perform basic arithmetic checks; maintain tracking records; follow up on incomplete items; and respond to routine status questions. Maintain current supplies of volunteer program forms and administrative materials. Assist with copying, scanning, mail distribution, document preparation, meeting support, and other office assignments needed for timely program operations.
10%	**OFFICE OPERATIONS AND WORKSPACE SUPPORT** Maintain an orderly, safe, and service-ready volunteer office and docent lounge. Monitor office and break-room inventory; organize supplies and shared materials; notify the supervisor of replacement needs; and prepare routine requests or supporting documentation as directed. Contact the vending machine vendor or other service providers to report routine service needs and track completion. Maintain shared calendars, resource lists, and office reference information, and provide backup clerical coverage during staff absences or peak workloads.

MARGINAL FUNCTIONS:

%	TASK/DUTIES
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.

TYPICAL WORKING CONDITIONS

Work is primarily performed in a climate-controlled public museum office using a computer, telephone, scanner, copier, and other standard office equipment. The position requires frequent contact with volunteers, staff, and the public; prolonged sitting; repetitive keyboarding; and the ability to move about the museum and office, bend, stoop, reach, and lift or carry office materials weighing up to 25 pounds. The employee may walk on uneven surfaces and may occasionally work evenings, weekends, holidays, or special events based on operational needs.

TELEWORK DESIGNATION
This position is designated as: (Check one)

☐ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☒ Not Telework Eligible

SPECIAL REQUIREMENTS:

Occasional travel may be required. Possession of a valid driver's license is required when operating a state-owned or leased vehicle.

The statements 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 the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:
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 WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

EMPLOYEE STATEMENT:
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE