State of California
Department of
Industrial Relations

DUTY STATEMENT

☒ **CURRENT**

☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION	WORKING TITLE
Office Technician (Typing)	Court Clerk

PROGRAM NAME	UNIT NAME
Division of Workers' Compensation	District Office

ASSIGNED SPECIFIC LOCATION	POSITION NUMBER
San Francisco	400 – 677-1139-623

BARGAINING UNIT	WORK WEEK GROUP	BILINGUAL POSITION	CONFLICT OF INTEREST FILER	BACKGROUND CHECK
R04	2	No	No	No

General Statement

Under the general direction of the Office Services Supervisor II, the Office Technician (OT) (Typing) will serve as the Court Clerk in the Workers' Compensation Division, and perform a wide range of the most difficult clerical duties. The OT will evaluate a variety of incoming legal documents and correspondence using the Electronic Adjudication Management System (EAMS). The incumbent will assist the Disability Evaluation Unit (DEU), the workers' compensation judges, and court personnel.

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

Percentage of Time Spent	Duties Essential Job Functions
45	Review, screen, and process case opening documents, pleadings, correspondence, and medical documents into the EAMS system; verify legal filings and documents are accurate and conform to the requirements of the Labor Code statutes, court rules, and legal filing procedures before forwarding to a Judge or Rater for action; manage a case assignment workload. Handle and process tasks from work queues in EAMS to update participants and status of the case. Review incoming legal documents submitted by litigants at the public counter and assign to a judge for review and handling. Respond to in-person requests for walk-through documents to a judge.
30	Review, screen, and process Declarations of Readiness to Proceed (DORs) and objections to hearings; Calendar cases for various types of hearings before assigned judges. Reviews for adequacy DORs for Expedited Hearing. Meet with the parties in person and on the telephone to provide hearing dates. Assign, and reassign after objection, judges for trial; Manage calendar slots for hearings; log recusals for judges. Prepare and report monthly workload and calendaring statistics.
20	Meet with the public in person and on the telephone to answer questions, assist with filing documents and respond to requests for information; communicate Labor Code regulations and court rules effectively to the public. Assist litigants with court procedures and departmental policies.
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Percentage of Time Spent	**Marginal Job Functions**
5	Participate in interoffice projects, meetings, trainings, and drills; act as lead Office Technician as directed; and occasionally travels to other district offices to provide coverage during staffing shortages. Provide back-up coverage support; perform other job related duties as assigned.

Conduct, Attendance, and Performance Expectations

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. The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty,dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Supervision Received

The OT(T) reports directly to and receives the majority of assignments from the OSSII; however, direction and assignments may also come from PJ.

Supervision Exercised

None

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

Work Environment

The OT(T) works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the OT(T) works in a cubicle in close proximity to others. The position is required to work extensively on computers, scanners, shredders and/or copiers as necessary for processing work, drafting email communication, and other purposes.

Special Requirements/Other Information

The OT(T) must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DWC. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, have good computer skills with proficiency in Microsoft Office software.

The position requires the ability to type at a minimum speed of not less than 40 words per minute for ordinary manuscript or printed typewritten materials. A valid typing certificate confirming the ability to meet the minimum typing speed must be obtained prior to being hired. Additional information regarding acceptable typing tests is available at the CalCareers.ca.gov website.

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

The OT(T) must have knowledge of or the ability to learn EAMS, specialized scanning software, 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.

Personal Contacts

The OT(T) will interact continuously with other staff members at all levels within DIR and DWC. The incumbent has frequent contact with members of the public including attorneys, injured workers, claims administrators and employers requesting information on cases contained in the EAMS.

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