State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Office Technician (Typing)	HEADQUARTERS: Costa Mesa
PROGRAM/UNIT: Response Operations/Response South/Regional Operations Southern/Southern Region Office	POSITION NUMBER: 163-344-1139-001 (12052)	CBID: R04
TENURE: Permanent	TIME BASE: Full-time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Supervisor I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
   The Office Technician (Typing) (OT(T)) is under the general supervision of the Supervisor I.

2. SUPERVISION EXERCISED:
   None

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   Physical demands include, but are not limited to standing, sitting, bending, lifting, walking, climbing stairs, and occasionally driving or riding in a vehicle.

   MENTAL DEMANDS
   Mental demands include, but are not limited to, comprehension, working under changing priorities and time constraints, multi-tasking, presenting in front of a group of people, and working within a group environment.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   Interacts with members of the public as well as local, state, federal, tribal, and private partners. Although not all-inclusive, may interact with these individuals, entities, and various agencies on a regular basis: 1) peers and other employees and leaders of the California Governor's Office of Emergency Services (Cal OES); 2) Other State Agencies (e.g. CalFire, Department of Fish & Wildlife, Department of Transportation, Department of Social Services, California Highway Patrol, etc.); 3) Local Government (e.g. City, County, Special Districts, Law, Fire, Emergency Management, Public Works, etc.); 4) Federal Agencies; 5) Tribal Governments; 6) Local, State, and Federal elected officials; and 7) the general public.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   Failure to perform their duties and responsibilities as described within this duty statement and consistent with the Cal OES Vision, Mission and Values, may impact and influence the effectiveness and efficiency of the Region preparedness, response and recovery activities, cause inconvenience, impede information sharing, and delay completion of important assignments thereby influencing Cal OES and its partners. The magnitude of the impact would vary from low to critical/life threatening, depending upon the commission or omission of the action and the circumstances involved at the time of a major event.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:
   May be required to work in the State Operations Center (SOC), Regional Emergency Operations

(CONTINUED) 6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under general supervision, the OT(T) performs a variety of clerical activities related to the operations of support services to the Southern Region. These activities require a high degree of independence, motivation, professional competence, excellent communications, interactive skills, and the ability to exercise good judgment. The incumbent must also use good organizational skills, handle multiple tasks, and meet constantly changing priorities and deadlines.

The incumbent must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. The OT(T) must exercise good writing skills, follow oral and written directions. Must be responsive to the needs of the public and employees of Cal OES and other agencies, assess situations and take effective action using initiative, resourcefulness, and good judgment.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous, and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

Responsible for day-to-day coordination with security officers for access into building, office and training room set-up for on-going trainings and events, Southern Region Emergency Operations Center (SREOC) emergency activations check-in of staff and accountability, visitor badges and escorts if required. Will assist in providing 24/7 operations if required, daily opening and closing of the office, activate and staff the SREOC, continue to effectively manage daily operations of the new SREOC's state owned facility with additional duties such as oversite of training rooms to include reservations, set-up, and return to normal operations, warehouse assistance (shipping and receiving), and Governor's Suite staffing.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
30%	OFFICE ADMINISTRATION The OT(T) is responsible for clerical and administrative duties at the Southern Region Headquarters. Acts as the primary point of contact for visitors, responding to incoming phone calls and emails at the Southern Region Headquarters. Provides support to the Southern Region staff by independently composing correspondence and preparing documents in response to internal matters and responding to public requests. Applies knowledge of programs, regulations, policies, and procedures that pertain to Cal OES and the State of California regarding business practices, forms, and meeting administration. Acts independently by gathering data, researching problems, and recommending a course of action to be taken when presented with a question from staff or management. Keeps management apprised of Southern Region employee locations and schedules.
30%	DIGITAL FILE AND RECORDS MANAGEMENT Creates, maintains, and updates shared digital files for Southern Region. Maintains digital resources and ensures staff are updating files with the most current information. Disseminates information to staff and the public.
20%	SUPPLY PROCUREMENT Assists with ordering supplies for Region offices and staff. Tracks supplies, maintains inventory of supply cabinets. Monitors maintenance/repair of office equipment (printers/copier, scanners, etc.). Procures emergency response supplies for staff when needed.
15%	FACILITIES MAINTENANCE AND REPORTING The OT(T) is responsible for inspecting supplies and reporting on any building equipment issues. Completes checks of building systems and equipment on a predetermined basis and provides feedback to management on items that need to be ordered, repaired, or replaced as needed. Maintains records of building maintenance and needs, coordinates cleaning and building maintenance issues with the Analyst II, and acts as a liaison with property management and facilities staff. Notifies Regional management of any issues with facility and repairs that need to be made.
Percent of Time	MARGINAL FUNCTIONS
5%	OTHER JOB RELATED DUTIES AS REQUIRED The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☐	☐	☒
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☐	☒	☐
BALANCING:	☐	☐	☐	☒	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☒	☐
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☒	☐
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: Answering phones.	☐	☐	☐	☐	☒

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PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
CARRYING: Distributing mail; reports; stocking supplies.	☐	☐	☐	☐	☒
CLIMBING: Stairs	☐	☐	☒	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☐	☒
DRIVING:	☐	☐	☒	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☐	☒	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I 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 the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

_____ _____

Employee's Signature *Date*

I certify that the above accurately represents the duties of the position:

_____ _____

Supervisor's Signature *Date*

_____

Civil Service Title