Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Services Supervisor III (General)	*Office Services Supervisor III (General)*
NAME OF INCUMBENT:	POSITION NUMBER:
	603-1151-xxx
SECTION/UNIT:	SUPERVISOR'S NAME:
Document Management Section/Banking & Scanning Group/Batching and Scanning Unit	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Document Management Division	Supervisor I
BRANCH:	REVISION DATE:
Administration	

Duties Based on: ☐ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☐ Conflict of Interest Filing (Form 700) Required
☐ May be Required to Work in Multiple Locations
☐ Requires DMV Pull Notice
☐ Travel May be Required
☐ Call Center/Counter Environment
☒ Requires Fingerprinting & Background Check
☐ Bilingual Fluency *(specify below in Description)*
☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*:

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions):

Under the general direction of a Supervisor I (S I), the Office Services Supervisor III (OSS III) oversees the activities of the Batching and Scanning Units including hiring, staffing, planning, organizing, and coordinating the workload activities of these units in cooperation with other Document and Information Management Center (DIMC) supervisors, and recommending and/or implementing changes or improvements to enhance operations and increase efficiency. The incumbent must have a thorough understanding of the uses, limitations, capacities, and operation of the IBML Scanners, Batch Header Program, PCs, desktop scanners, and other automated equipment and their related software. These duties will include a thorough knowledge of operating automated mail processing equipment, and OPEX Model 51 and Model 72 mail extraction equipment. The incumbent would also act as a backup for processing the daily deposit. The incumbent is responsible for the correct processing and decision making required to accurately and timely respond to a variety of internal and external customers and to meet negotiated service level agreements. In the absence of the Banking and Scanning Group's (BSG) S I, the incumbent may act as the Group Manager.

The incumbent must have the physical ability to stand, bend, and stoop, and will be required to move boxes of material weighing up to 25 pounds. Because of strict processing time frames, the incumbent may be required to work overtime or a fluctuating or early schedule.

Civil Service Classification
Office Services Supervisor III (General)

Position Number
603-1151-xxx

Percentage of Duties	Essential Functions
40%	• Plan, organize, coordinate, supervise and direct the activities of the Scanning and Batching Sub-units to ensure a timely and accurate flow of documents and remittances, while meeting State and Federal mandated guidelines. • Review staffing projections to ensure that adequate number of staff are scheduled to meet expected work load and processing time frames for both remittance and non-remittance items. Ensure that the hiring of staff is completed timely and in an organized manner. • Work as a team with subordinate supervisors and other supervisors within the DIMC to ensure timely processing of remittance and non-remittance items and to achieve production goals. • Ensure that stakeholders receive accurate and timely information (e.g., Tax Branch, UI Branch, DI Branch). • Identify and implement process improvements in his/her area of control to increase timeliness of work and efficiency of operations. • Observe work load and operations, resolve operational problems or bottlenecks, and advise management of any existing or potential problems that may impact the timeliness or accuracy of the work, such as deposit holdovers, backlogs, bottlenecks, or equipment failures. • Act as subject matter expert on special projects affecting the Scanning and Batching Units.
40%	• Ensure that staff records are maintained for each employee • Prepare and discuss staff probationary reports • Ensure staff is trained in the requirements of Confidential Information. • Conduct regular staff meetings and assist in staff training • Provide instruction in the use of procedural manuals, and ensure written procedures are kept current • Approve or deny staff requests for vacation and sick leave usage • Monitor staff performance, in terms of production and accuracy, and maintain performance records for each employee • Provide coaching and mentoring to staff to promote staff development • Address performance issues in a timely manner • Maintain documentation of performance deficiencies and issues, and take corrective action, as appropriate • Participate in the hiring process, including interviewing candidates, conducting reference checks, selecting qualified candidates and preparing justifications for hiring
15%	• Responsible for approving invoices for payment; equipment maintenance and repair; and monitoring vendors to ensure proper security procedures are followed. • Act as back up for the BSG Group manager and BSG supervisors. • Act as back up supervisor for DMG supervisors. • Act as a backup for the Deposit Desk specialist(s) to complete the daily deposit.
Percentage of Duties	**Marginal Functions**
5%	Other duties as assigned.

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4. WORK ENVIRONMENT *(Choose all that apply)*	
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: *Click here to enter text.*	
Type of environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other**:**	
Interaction with customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:	
5. SUPERVISION	
Supervision Exercised*:* Directly - 2 Office Support Supervisor IIs; Indirectly - 23 Office Technician (G)	
6. SIGNATURES	
Employee's Statement: *I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*	
Employee's Name:	
Employee's Signature:	Date:
Supervisor's Statement: I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.	
Supervisor's Name:	
Supervisor's Signature:	Date:

7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	FNB	11/18/2026
Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator. List any Reasonable Accommodations made: *Click here to enter text.*		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file