

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION



DIVISION Public Advocates Office	EFFECTIVE DATE:
BRANCH/SECTION Administrative Branch	CLASS TITLE Management Services Technician (MST)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION San Francisco
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-250-5278-001
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: The Public Advocates Office is an independent organization within the CPUC that advocates solely on behalf of utility ratepayers. Our Director is appointed by the Governor and has its own independent operating budget. Our mission is to obtain the lowest possible rate for service consistent with reliable and safe service levels, and the state's environmental goals. As the only State entity charged with this responsibility, we have a critical role in ensuring that consumers are represented at the CPUC on matters that affect how much consumers pay for utility services and the quality of those services.	
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>

ESSENTIAL FUNCTIONS:

Under the direction of a Staff Services Manager I (SSM I) in Public Advocates Office's Executive Branch, the MST performs a variety of semi-professional tasks for our branches. The MST performs administrative tasks, including but not limited to taking daily attendance, monthly timekeeping reconciliation, organizing information; planning and making travel arrangements and conference reservations; preparing documents such as spreadsheets, reports and forms for education, training, travel and other events; organizing and maintaining data to track branch work, monitoring information; preparing general correspondence; and handling inquiries. The incumbent is expected to be proficient in a variety of software programs including Outlook, Microsoft Word, Excel, Adobe Acrobat, and PowerPoint program. The incumbent may also assist with our hiring processes.

- 35% Create, organize and maintain large quantities of information; coordinate with our Budget Officer to track budget activity by branch, and compile and review data for monthly branch budgets and staff training reports. Assist managers with timekeeping inquiries and policy enforcement. Prepare daily attendance for the branches and distribute to management. Assist staff with processing administrative paperwork.
- 30% Assist project leads and management in case-related data efforts. Update, publish, collect and post preliminary analysis (analysis performed by the analyst) and other branch information on spreadsheets and other database tools associated with data required for Public Advocates Office's evaluation of procurement agreements and the renewable portfolio standard. Maintain databases and Commission service list folders for the branches. Help organize various electronic folders.
- 20% Track our administrative activities and produce reports to summarize these activities. Approve branch Employee Time Sheet (ETS) submissions and tracking leave balances.
- 10% Handle inquiries by phone and correspondence. Order supplies.
- 5% Attend meetings, training sessions and perform other duties as required.

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

**MARGINAL FUNCTIONS:****KNOWLEDGE AND ABILITIES** [From Class Specs]

Knowledge of: Arithmetic, spelling, grammar, punctuation, and modern English usage.

Ability to: Learn rapidly; follow directions; communicate effectively with other staff and those contacted in the work; use good work habits such as punctuality, skill, neatness and dependability; make satisfactory progress in a prescribed training program; interpret written material; edit written material; write effectively; analyze written and numerical data accurately; make clear, concise oral presentations.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Good attendance.
- Dress appropriately for a business/government environment.
- Proficiency in expanding and acquiring new knowledge and skills in the classification.
- Proficiency in cultivating and building constructive relationships, internally and externally.
- Proficiency in exercising creativity and resourcefulness in overcoming obstacles.
- Proficiency in teamwork and collaboration.
- Proficiency in maintaining poise, diplomacy, and a constructive disposition when discussing and resolving issues.
- Standard office setting. CONTINUOUS work indoors in close proximity to co-workers.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement 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. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------