

**DUTY STATEMENT**

GS 907T (REV. 08/01)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**11632 FMD**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Facilities Management Division	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> - - -
<b>UNIT NAME AND CITY LOCATED</b> Region II –Marysville	<b>CLASS TITLE</b> Office Technician (Typing)
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 703 B Street, Marysville, CA
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 308-010-1139-001

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**

Under general direction of the Office Building Manager II, the incumbent is responsible for general office work that utilizes all levels of clerical support in the areas of office organization and support to establish and maintain cooperative working relationships with all FMD personnel, tenant agencies and service suppliers. Variety of duties requires a high degree of initiative and independence in work related to the management and operation of state owned real property.

% 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. (Use additional sheet if necessary)

The Region II, Marysville Cal Trans-District 3 Headquarters facility is located at 703 B Street in Maysville, CA. It is innovative 5 story facility having approximately 210,000 gross square feet.

*The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.*

All work to be accomplished in accordance with guidelines of the Department of General Services (DGS), Facilities Management Division (FMD) manuals, Real Estate Services Division (RESD) and FMD strategic plans and the Excellence in Public Buildings Initiative.

To ensure the proper policies and procedures are being followed, the following work will be performed In accordance with the principles and guidelines of the DGS and SAM Manuals, the RESD and FMD strategic plans, the guidance of the FMD headquarters office/staff, DGS' OFS and OHR. The combination of general office duties include, but are not limited to, invoice processing for payments, typing, mail and document handling, filing and records management, document preparation and review, statistical and other record keeping, ordering and maintaining supplies and equipment.

**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

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35%	<p><b>ESSENTIAL FUNCTIONS</b></p> <p><b>Clerical</b></p> <p>In order to provide customer service for the Region II, Marysville Management Unit, using communication devices, business equipment, various mail services, and record logs in accordance with DGS or FMD procedures/guidelines:</p> <ul style="list-style-type: none"> <li>• Answers a variety of inquiries, gathers and gives information to the public, other governmental employees, or staff requiring reference to a number of sources and explanation of applicable regulations.</li> <li>• Independently prepares narrative letters or reports for supervisor's signature by supplying factual information requiring interpretation of the information and requiring references to a variety of sources such as department files, records, and etc.</li> <li>• Creates and maintains a complete filing system for the regional management office, including correspondence, accounting, contracts, confidential personnel and general building/office files.</li> <li>• Reads and interprets all incoming departmental Branch Directives and distributes the directives to the appropriate effected staff.</li> <li>• Reviews incoming correspondence independently, and/or materials of a sensitive or confidential nature, and coordinates the documentation to be delivered to the appropriate State Departments located within the facility.</li> </ul>
25%	<p><b>Accounting and Budget</b></p> <p>In order to obtain uniforms for employees, supplies, products, parts and/or equipment to maintain services or repairs for clients and/or tenants in accordance with FMD procedures by using computerized data bases or communication devices for the rental or purchase and/or payment using computer generated fill-in billing transmittal and payment approval forms, SRC Billing &amp; Invoice binders, purchase order data or service contract requirements, Procurement Division (PD) payment and record management procedures:</p> <ul style="list-style-type: none"> <li>• Types and processes purchase orders and invoices pertaining to ordering and/or paying for purchases of supplies, services and equipment utilizing the ABMS purchase order system.</li> <li>• Researches and corrects any problems of invoice processing to ensure satisfactory and timely payment for services rendered.</li> <li>• Processes incoming invoices for prompt payment utilizing forms provided by DGS/OFS accounting clerk.</li> <li>• Types and prepares bid packages for prospective contract bidders. Maintains contracts files to ensure current contracts are consistently available to management/supervisory staff.</li> </ul>
20%	<p><b>Personnel Support</b></p> <p>In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of staff's time or accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the Project Accounting &amp; Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and SPB or DPA law and rules:</p> <ul style="list-style-type: none"> <li>• Types and processes all personnel related forms, including but not limited to, documents for hiring/termination, industrial/non-industrial injuries, health/dental benefit forms.</li> <li>• Assists employees using the computerized ABMS system and tracks all employee work schedules and leave balances.</li> <li>• Act as a liaison to request information from OHR for related personnel matters.</li> </ul>
10%	<p><b>Service Troubleshooter</b></p> <p>In order to maintain an accurate record of service calls/work order requests received and to achieve completion of the request using the Maximo computerized data base and according to BPM procedures and guidelines:</p> <ul style="list-style-type: none"> <li>• Dispatches service calls by routing to appropriate on-site personnel or service providers.</li> <li>• Logs in service problems/requests in Maximo (computerized work order system).</li> <li>• Prepares periodic reports under direction of management/supervisory staff.</li> <li>• Assist management/supervisory staff in ensuring effective delivery of service requests by calling requestors to ensure satisfactory completion of work.</li> </ul>

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10%	<p><b>MARGINAL FUNCTIONS</b></p> <p>In order to ensure the efficient operation of the office year-round, in accordance with FMD procedures and guidelines, and using communication equipment, common sense, and computer software as necessary:</p> <ul style="list-style-type: none"> <li>• Researches, develops and oversees the establishment of office organization and/or procedures.</li> <li>• Takes physical inventory of office equipment and maintains an inventory database.</li> <li>• Coordinates annual equipment inventory.</li> <li>• Coordinates annual vacation scheduling for staff.</li> <li>• Ensures all office equipment is maintained for functionality.</li> <li>• Provides functional guidance as needed in training and assisting less experienced employees.</li> </ul> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><b>Ability to:</b> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.</p> <p><b>SPECIAL REQUIREMENT</b></p> <p><b>Ability to:</b> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p><b>SPECIAL PERSONAL CHARACTERISTIC</b></p> <p>A demonstrated interest in assuming increasing responsibility.</p> <p><b>ADDITIONAL DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Exhibit professional working manner and ability to deal tactfully and effectively in a busy office environment.</li> <li>• Display mature judgment, loyalty, poise, tact and discretion.</li> <li>• Excellent organizational and memory skills.</li> <li>• Good attendance record and history of punctuality required.</li> <li>• Use initiative and work independently.</li> <li>• Establish and maintain cooperative working relationships.</li> <li>• Perform at a level that requires rare review and oversight.</li> <li>• Ability to use resources and working tools effectively.</li> <li>• Perform difficult clerical work in a busy environment or under pressure of time constraints.</li> <li>• Computer software programs with particular reference to MS Office. Learn new software applications.</li> <li>• Business math particularly for completing accurate arithmetical computations.</li> <li>• Ability to organize, set priorities and handle changing priorities.</li> <li>• Operate a calculator by touch.</li> <li>• May require a valid California Driver's License, Class C to drive self from one job site to another.</li> <li>• Education equivalent to completion of the twelfth grade.</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Efficiency, conscientiousness and professionalism.</li> <li>• Good public and fellow-employee interaction skills.</li> </ul>

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	<p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <p><b>Work Environment</b></p> <ul style="list-style-type: none"><li>• Office environment.</li><li>• Business dress according to current policy.</li><li>• Daily and frequent use of personal computer and a variety of office software applications at a workstation.</li><li>• May require working in other Region II facilities.</li></ul> <p><b>Physical Abilities</b></p> <ul style="list-style-type: none"><li>• Move about, stand, reach, stoop or bend.</li><li>• Ability to use fine motor skills for computer or office machine use.</li></ul> <p><b>Mental Abilities</b></p> <ul style="list-style-type: none"><li>• Read, write and speak in a clear and concise manner.</li><li>• Work involves multiple tasks and deadlines.</li></ul>