STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT PROPOSED

GS 907T (REV. 03/05) ***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- **11719 - FMD**	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Facilities Management Division	POSITION NUMBER (Agency - Unit - Class - Serial) - - -
UNIT NAME AND CITY LOCATED LA Metro Region – Junipero Serra Building	CLASS TITLE Office Technician (T), *12 Month Limited Term*
WORKING DAYS AND WORKING HOURS Monday through Friday, Day shift 8:00a.m. to 5:00p.m.	SPECIFIC LOCATION ASSIGNED TO 100 South Main Street, Los Angeles, CA
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 308-560-1139-002

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 the general direction of the Office Building Manager, the incumbent is responsible for the clerical support at the Junipero Serra Building in the LA Metro Region.

% 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)*
30%	**This position is Limited Term (12 Months); it may become permanent, be extended, or be cancelled at any time.** 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. The LA Metro Region, Junipero Serra State Building is located at 320 West 4th Street, Los Angeles, CA 90013. The Junipero Serra State Building is located in the Civic Center of Los Angeles which is a high profile historical office building to service and maintain. It consists of ten floors occupying approximately 446,000 square feet office space. **DUTIES** 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 Department of General Services (DGS) and State Administrative Manual (SAM) Manuals, the Real Estate Service s Division (RESD) and Facility Management Division (FMD) strategic plans, the guidance of the FMD headquarters office/staff, DGS's OFS and OHR. **ESSENTIAL FUNCTIONS** Provides customer service to personnel regarding personnel/payroll records utilizing various communication options and devices such as face-to-face meetings, Microsoft Outlook, telephone, fax, copiers and various mail services and record logs: • Answers, screens, directs and routes all incoming calls and messages to appropriate staff and/or service dispatch in accordance with the above guidelines. • Coordinates conference room scheduling. • Edits various word processing documents and correspondence received from the Building Manager either in hand-written or typed formats for grammar, punctuation and format for signature utilizing Microsoft Word, Excel, internet, and file documents.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Carl Lofton		

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

DUTY STATEMENT

***12 Month Limited Term*, Day shift, M-F 8am-5pm**

GS 907T (REV. 03/05)

RPA 11719-FMD, 308-560-1139-002

% 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)*
20%	• Creates and maintains the office filing system for correspondence, accounting records, contracts, personnel, employee logs, and confidential information utilizing Microsoft Word, Power-point, Excel, internet, Central Purchasing forms, and Departmental database forms. • Distributes all employee notices, posts job bulletins, and routes other operations documents utilizing Microsoft Outlook, inter-office mail, messenger services and personal delivery. • Independently process incoming mail for distribution to appropriate staff and review all outgoing mail by verifying complete addresses, postage, and appropriate delivery type i.e., US Post Office, Interagency mail, and overnight delivery services. 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 & Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and CalHR law and rules: • Types and processes all personnel related forms, including but not limited to, documents for hiring/termination, industrial/non-industrial injuries, health/dental benefit forms. • Assists employees using the computerized ABMS system and tracks all employee work schedules and leave balances. • Accurately and timely batch time entry in PAL system for Junipero Serra State Building staff. • Processes monthly reports and training requests forms. • Acts as a liaison to request information from OHR for related personnel matters.
15%	In order to obtain supplies for 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 devices for the rental or purchase and/or payment using computer generated fill-in billing transmittal and payment approval forms, purchase order data or service contract requirements, Procurement Division (PD) payment and record management procedures: • Prepares purchasing and receiving documents utilizing the ABMS purchase order system. • Researches and corrects problems of invoice processing to ensure satisfactory and timely payment for services rendered. • Processes incoming invoices for prompt payment utilizing computerized forms provided by DGS/OFS accounting clerk. • Processes purchasing requisitions through the Office of Business and Acquisition Services (OBAS), maintaining all necessary documentation and records. • Maintains contracts files to ensure current contracts are consistently available to management/supervisory staff.
15%	In order to maintain an accurate record of service calls/work order request received and to achieve completion of the request according to FMD procedures and guidelines: • Dispatches services calls by routing to appropriate on-site personnel or service providers. • Maintains data base log of service/problem, and requests. • Prepares periodic reports under direction of management/supervisory staff. • Assists management/supervisory staff in ensuring effective deliver of service requests by calling requestors to ensure satisfactory completion of work.
5%	Maintains log of card keys assigned to staff and tenants. Maintains and oversees card key system's operation base. Take photos and issues access cards. Manages the assigned DGS parking space keys and updates database.
5%	Manages postage stamps. Deposits and reports vending machine monies. Processes Cal-Card documents using OFS computerized forms.
5%	Ensures the health and safety of employees and the public by reporting unsafe or unhealthy conditions by quickly and efficiently dispatching maintenance or emergency personnel to correct such hazards or unsafe conditions that come to the incumbent's attention on or around State buildings and grounds.

% 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)*
5%	**MARGINAL FUNCTIONS** 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: • Researches, develops and oversees the establishment of office organization and/or procedures. • Takes physical inventory of office equipment and maintains an inventory database. • Coordinates annual equipment inventory. • Ensures all office equipment is maintained for functionality. • Provides functional guidance as needed in training and assisting less experienced employees. **KNOWLEDGE AND ABILITIES:** ***Knowledge of:*** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training. ***Ability to:*** 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 diplomatically 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. **SPECIAL REQUIREMENT** ***Ability to****:* Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. *Certification must be presented to hiring office at the time job offer is accepted.* **ADDITIONAL REQUIRED QUALIFICATIONS** • The incumbent may be required to possess a valid California Driver's License, Class C in order to drive a State vehicle from one State building to another in order to perform the duties of the Office Technician (T). **SPECIAL PERSONAL CHARACTERISTICS** • Exhibit professional working manner and ability to deal tactfully and effectively in a busy office environment. • A demonstrated interest in assuming increasing responsibility. • Display mature judgment, poise, tact and discretion. • Excellent organizational and memory skills. **INTERPERSONAL SKILLS** • Efficiency, conscientiousness and professionalism. • Good public and fellow-employee interaction skills. **ADDITIONAL QUALIFICATIONS** • Good attendance record and history of punctuality required. • Use initiative and work independently. • Establish and maintain cooperative working relationships. • Perform at a level that requires rare review and oversight. • Ability to use resources and working tools effectively. • Perform difficult clerical work in a busy environment or under pressure of time constraints. • Computer software programs with particular reference to MS Office. • Ability to learn new software applications. • Business math particularly for completing accurate arithmetical computations. • Ability to organize, set priorities and handle changing priorities.

% 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)*
	• Operate a calculator by touch. **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:** **WORK ENVIRONMENT** • Ability to work in low-rise (6 floors and lower) to high-rise (7 floors and higher) office-building environment. • Business dress according to current policy. • Daily use of personal computer and a variety of office software applications at a workstation. **PHYSICAL ABILITIES** • Move about, stand, reach, stoop or bend. • Ability to use fine motor skills. **MENTAL ABILITIES** • Read and write English and speak in a clear and concise manner. • Work involves multiple tasks and deadlines.