

**DUTY STATEMENT**

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-

**11430-DSA**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Division of the State Architect	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 718-195-1138-002
<b>UNIT NAME AND CITY LOCATED</b> Business Services – Oakland	<b>CLASS TITLE</b> Office Technician (General)
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday      a.m. to      p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 1515 Clay Street, Suite 1201
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b>

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.

Under the general supervision of the Staff Services Manager I, the incumbent independently performs a variety of the most complex duties that support the Division of the State Architect, Oakland Regional Office.

<b>% of time performing duties</b>	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>
15%	<p>The Department of General Services' (DGS) Core Values and Employee Expectations are keys 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.</p> <p><b>ESSENTIAL FUNCTIONS</b> All duties are performed in accordance with Department of General Services (DGS) and Division of the State Architect policies, procedures and guidelines.</p> <p>The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs.</p> <p><b>Scanning</b> In order to ensure DSA staff have access to approved project information at the satellite and regional offices, provide a final record set of approved plans within the five day time frame; utilizing verbal/written instructions and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> <li>Performs scanning services for conversion and filing of DSA project documentation at the regional office in order to prepare a final record set of plans; operates optical scanner equipment to scan various sizes of plans and documents, create document lists, update and maintain a tracking system of documents sent to third party scanning services and quality control of scans returned from external sources.</li> </ul>

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

<b>SUPERVISOR'S NAME (Print)</b> Gennenia Gordon	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**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.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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**RPA-11430-DSA**

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10%	<ul style="list-style-type: none"> <li>• Contact clients, and consultants who have scheduled a back check appointment and coordinate post approval scanning appointment by telephone or email, based on priority.</li> <li>• Verify the capacity to scan documents by entering information into E-Tracker indicating workload projection. Gather and report accurate information, to the supervisor, to schedule additional scanning and indexing resources as required.</li> <li>• Schedule training for clients and consultants to learn the requirements of the process for submitting electronic, back check plans by scheduling training in e-Tracker and coordinating with IT staff to provide training as needed.</li> </ul> <p>In order to ensure that DSA staff are able to accurately identify project documents, and have access to accurate project status information; utilizing verbal/written instructions and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> <li>• Provide data entry services for document indexing processes and e-Tracker project management application by cataloging scanned documents into a database according to DSA procedures.</li> <li>• Provide quality control of documents by reviewing each document during the indexing process and resolve any problems to ensure that all documents are readable.</li> <li>• Enter number of drawings, scanning priority, and shipping costs into E-TRACKER to ensure all statistical information is accurate for reporting purposes.</li> </ul>
10%	<p>In order to ensure that DSA is able to deliver approved plans to clients after scanning and indexing; utilizing verbal/written instructions, and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> <li>• Maintain approved record set tracking system in by logging receipt of record sets into E-TRACKER.</li> <li>• Verify that record sets have been received by clients, who choose to have their record sets shipped after scanning by contacting clients using a telephone or email.</li> <li>• Enter number of drawings, scanning priority, and shipping costs into E-TRACKER.</li> </ul>
10%	<p><b>Project File Maintenance, Verification and Closing</b></p> <p>In order to ensure that projects are correctly prepared for closing procedure upon approval from the District Structural Engineer (DSE):</p> <ul style="list-style-type: none"> <li>• Maintains project files by verifying the accuracy and completeness of information contained therein using the E-TRACKER, ADM, and other DSA database system and Reference Manuals.</li> <li>• Files project-related documents in the project files in order to comply with the requirements of the individual project designated on the Documents Required List for Project Certification.</li> <li>• Responds to client inquiries verbally and in writing in order to provide project status information, request documents, and acknowledge receipt of documents verbally and in writing using telephone, fax and U.S. mail.</li> <li>• Enters project data information into e-Tracker database system in order to maintain an accurate electronic record of projects using personal computer (PC) according to the e-Tracker Reference Manual.</li> </ul>
10%	<p>In order to close projects with or without certification upon approval from the DSE</p> <ul style="list-style-type: none"> <li>• Reviews project file for completeness and verifies receipt of all required documentation using the Documents Required List for Project Certification.</li> <li>• Obtains verbal authorization from DSE to close without certification if required documents are missing.</li> </ul>

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10%	<p>In order to verify correctness of fees collected using e-Tracker and calculator and to ensure proper payment for services provided by DSA in accordance with state regulations:</p> <ul style="list-style-type: none"> <li>• Compares contract(s) amount and application in project file. If fees are incorrect, forwards project file to the Cashier (PT II) to request invoice for further fees due or a refund due to the client</li> </ul>
10%	<p><b>Incoming Project Processing</b></p> <p>In order to process incoming project submittals using the e-Tracker database, standard office procedures and the regulations governing the DSA program in Title 24, California Code of Regulations:</p> <ul style="list-style-type: none"> <li>• Receives project documents for public school, essential services and state funded projects such as drawings, specifications, calculations, geological/soil reports, addenda, change orders, and deferred approvals upon delivery to the DSA office. Reviews received documents in order to determine if they apply to an existing project submittal or are a new submittal.</li> <li>• Creates a project file for new submittals, verifies the accuracy of the project application and researches the project file number in the e-Tracker database and manual files for existing projects.</li> <li>• Identifies the type and/or increment of the project and the accuracy and appropriateness of the documents and drawings received.</li> <li>• Prepares supporting documents and obtains authorization from Intake Architect in order for client to receive approval of application from DSA..</li> <li>• Applies date and identification stamps to appropriate documents. Records receipt of documents into e-Tracker database. Attaches identification tags to appropriate documents. Distributes documents to designated staff using mail delivery cart or places in staff mailbox as size allows.</li> </ul>
10%	<p>In order to maintain an electronic record of project documents using an electronic database and the e-Tracker system:</p> <ul style="list-style-type: none"> <li>• Maintains a log of outgoing plans following supervisor and manager requests. Prepares documents for shipment using UPS on-line services.</li> <li>• Coordinates transmittal of original tracings to blueprint company for printing.</li> <li>• Acknowledges receipt of file set of approved documents and records status in E-TRACKER.</li> <li>• Maintains record keeping system and controls both active and closed plan files.</li> <li>• Inventories, boxes and coordinates shipments of closed plans and folders to SRC via UPS delivery.</li> </ul>
10%	<p>In order to process incoming projects following office policy, procedures and regulations and departmental correspondence guidelines:</p> <ul style="list-style-type: none"> <li>• Independently prepares a wide variety of outgoing correspondence to send to clients such as letters, memos, technical documents, and reports using good grammar and English and knowledge of the organization.</li> <li>• Processes amending and refund letters to clients based on estimated cost as indicated in the applications using e-Tracker database.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>Provides back up coverage to the front reception desk by receiving deliveries and greeting visitors in person and over the phone and directing callers and visitors to the appropriate division staff following established protocols.</p> <p>Attends meetings and training at the Regional Office to stay informed of the latest DSA processes and procedures for the functions of this position.</p>

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	<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>DESIRABLE QUALIFICATIONS</b></p> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to act independently and to work and contribute effectively in a team environment with all personnel.</li> <li>• Demonstrated tact and diplomacy in dealing with internal and external customers.</li> <li>• Dependable, reliable, adaptable and punctual with good attendance record.</li> <li>• Willingness to take direction from lead personnel.</li> </ul> <p><b>Additional Qualifications</b></p> <ul style="list-style-type: none"> <li>• Intermediate personal computer skills including electronic mail, word processing, spreadsheet and routine database activity.</li> <li>• Ability to communicate effectively with clients and employees at all levels both verbally and in writing.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>• Appropriate attire for professional office environment.</li> <li>• Read and interpret documents such as state regulations, statutes and procedure manuals.</li> <li>• Effectively communicate information both verbally and in writing.</li> <li>• Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio and percent.</li> <li>• Interpret a variety of instructions furnished in written or oral form.</li> <li>• Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.</li> <li>• Move objects up to 30 lbs, such as project drawings and files.</li> </ul>