

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.

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EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Division of the State Architect		POSITION NUMBER (Agency - Unit - Class - Serial)	
UNIT NAME AND CITY LOCATED Regional Office – San Diego		CLASS TITLE Office Technician (General)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 10920 Via Frontera, Suite 300	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 718-495-1138-003	
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 Staff Services Manager I, the incumbent independently performs a variety of the most complex Office Technician duties that support the Division of the State Architect, Regional Office.			
% 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>		
20%	<p>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 of Integrity, Accountability, Communication, Excellence, Innovation, and Teamwork. Our employees are expected to perform their duties with these values in mind.</p> <p>The following duties will be accomplished in accordance with the Department of General Services (DGS) and Division of the State Architect (DSA) policies, procedures, and guidelines.</p> <p>ESSENTIAL FUNCTIONS</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>In order to process incoming project submittals using the eTracker database, standard office procedures and the regulations governing the DSA program Title 24, California Code of Regulations:</p> <ul style="list-style-type: none"> • 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. • Creates a project file for new submittals, verifies the accuracy of the project application and researches the project file number in eTracker database and manual files for existing projects. • Identifies the type and/or increment of the project and the accuracy and appropriateness of the documents and drawings received. • Prepares supporting documents and obtains authorization from Intake Architect in order for client to receive approval of application from DSA. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print) Ann Marie Sacramento, SSM I		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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15%	<ul style="list-style-type: none"> • Applies date and identification stamps to appropriate documents. Records receipt of documents into eTracker database. Attaches identification tags to appropriate documents. Distributes documents to designated staff using mail delivery cart or places in staff mailbox as size allows. • Inventories, boxes, and coordinates shipments of closed plans and folders to SRC via UPS delivery. <p>In order to ensure DSA staff have access to approved project information at the regional office, provide a final record set of approved plans within the five day time frame; utilizing verbal/written instructions provided by vendor and lead analyst staff, and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> • Provides scanning services for conversion and filing of DSA project documentation at the regional office in order to produce a final record set of plans; using optical scanner equipment to scan various sizes of plans and documents, create document lists, track documents sent to third party scanning services and quality control of scans returned from external sources. • Contacts clients, and consultants who have scheduled a back check appointment and setup a post approval scanning appointment by telephone or email, based on priority. • Determines the capacity to scan documents on any given day by entering information into eTracker indicating workload projection. Supervisor requires accurate information to schedule additional scanning and indexing resources as required. • Schedule training for clients and consultants to learn the requirements of the process for submitting electronic, back check plans by scheduling training in eTracker and coordinating with IT staff to provide training as needed.
15%	<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 provided by vendor and lead analyst staff, and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> • Provide data entry services for document indexing processes and eTracker project management application by cataloging scanned documents into a database according to DSA procedures. • Provide quality control of documents by viewing each document during the indexing process and resolve any problems to ensure that all documents are readable.
10%	<p>In order to ensure that DSA is able to deliver approved plans to clients after scanning and indexing; utilizing verbal/written instructions provided by lead analyst staff, and through skills and knowledge gained through education, vendor provided training and experience:</p> <ul style="list-style-type: none"> • Maintain approved record set tracking system in eTracker by logging receipt of record sets into eTracker. • 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.
10%	<p>In order to ensure that DSA is able to recover costs for scanning, indexing and shipping; utilizing verbal/written instructions provided by lead analyst staff, and through skills and knowledge gained through, training and experience:</p> <ul style="list-style-type: none"> • Enter number of drawings, scanning priority and shipping costs into eTracker. • Generate invoice for recovery of scanning services.
10%	<p>Provides back-up coverage to the front reception desk by answering telephones, taking messages, greeting and directing visitors and referring inquiries to appropriate staff. Provides detailed DSA program information, assistance and/or direction on routine inquiries to the public, other public jurisdictions and clients over the telephone and in person using knowledge of the DSA program and following division procedures in order to respond to client inquiries and customer services.</p>

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10%	<p>In order to ensure timely distribution of mail to the appropriate staff, provides back-up by following established office procedures:</p> <ul style="list-style-type: none"> • Sorts mail delivered to the office. • Opens mail and packages. • Stamps date received as appropriate • Distributes non-priority mail into centralized mail slots. • Delivers priority mail to appropriate staff.
5%	<p>In order to respond to client inquiries in a timely manner:</p> <ul style="list-style-type: none"> • Independently prepares and reviews a wide variety of correspondence including typing letters, memos, technical documents and reports in response to routine correspondence and non-technical inquiries in order to ensure correspondence is in correct format, correct grammatical construction is used, documents are complete and are free from clerical errors following DGS Guidelines for all Correspondence. • Responds to client inquiries verbally in order to provide project status information, project submittal information and other general information as required. • Determines client needs and questions by receiving and disseminating client inquiries to appropriate staff via telephone and e-mail.
5%	<p>Marginal Functions</p> <p>Files miscellaneous documents according to standardized filing format in order to ensure uniformity in the project files submitted to the division for review as directed by the Supervisor, including but not limited to bank deposits, photocopying, faxing, etc.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p>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 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>DESIRABLE QUALIFICATIONS</p> <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Ability to act independently and to work and contribute effectively in a team environment with all personnel. • Demonstrated tact and diplomacy in dealing with internal and external customers. • Dependable, reliable, adaptable, punctual, and good attendance record. • Willingness to take direction from lead personnel. <p>Additional Qualifications</p> <ul style="list-style-type: none"> • Intermediate personal computer skills including electronic mail, word processing, spreadsheet and routine database activity. • Ability to communicate effectively with clients and employees at all levels both verbally and in writing.

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	<p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none">• Professional office environment, business-casual dress according to current policy.• Read and interpret documents such as state regulations, statutes and procedure manuals.• Effectively communicate information both verbally and in writing.• Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; compute rate, ratio and percent.• Interpret a variety of instructions furnished in written or oral form.• Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.• Move objects up to 20 lbs., such as project drawings and files.