

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-

11638-DSA

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Division of the State Architect	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Project Services, Sacramento	CLASS TITLE Program Technician II
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 1102 Q Street, Suite 5200
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 718-255-9928-006

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 Regional Office of the Division of the State Architect reviews plans for the construction of various state-funded projects. Under the general supervision of the Supervising Architect of the Project Services Section, the incumbent is responsible for reviewing, verifying, maintaining, and processing construction project files for closing.

% 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)

35%	<p>ESSENTIAL FUNCTIONS</p> <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>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>Project File Maintenance & Verification</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"> • Maintains project files by verifying the accuracy and completeness of information contained therein using the ETRACKER database system and Reference Manual. • 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 (ORS-6).
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Saher Yassa	SUPERVISOR'S SIGNATURE	DATE
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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RPA-10992-DSA

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	<ul style="list-style-type: none"> • 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. • Enters project data information into ETRACKER database system in order to maintain an accurate electronic record of projects using personal computer (PC) according to the ETRACKER Reference Manual.
20%	<p>Project Closing In order to close projects with or without certification upon approval from the DSE, reviews project file for completeness and verifies receipt of all required documentation using the Documents Required List for Project Certification. Obtains verbal authorization from DSE to close without certification if required documents are missing.</p>
15%	<p>Compares contract(s) amount and application in project file in order to verify correctness of fees collected using ETRACKER and calculator. 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 in order to ensure proper payment for services provided by DSA in accordance with state regulations.</p>
10%	<p>Correspondence Independently prepares and reviews a wide variety of correspondence including 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.</p>
10%	<p>Program Information Provides detailed DSA program information and/or direction to the public, other public jurisdictions, and clients over the telephone and in person using knowledge of the DSA program following Title 24 regulations in order to respond to client inquiries.</p>
5%	<p>Reports Provides the monthly status report of pre-Tracker projects in the closing phase to the PTII Supervisor in order to track progress of pre-Tracker project closeouts using personal computer following established format.</p>
5%	<p>MARGINAL FUNCTIONS</p> <p>Public Counter Assists in the coverage of the Front Reception area of the office by answering the telephone, taking messages, greeting and directing visitors, referring inquiries to the appropriate staff in order to provide constant coverage at the public counter and main telephone line according to office policy.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Modern office methods, equipment, and procedures; and appropriate laws, rules, regulations, and policies of the State of California governing the DSA program.</p> <p>Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic calculations with speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.</p>

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	<p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> • Dependable and good attendance record. <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 and punctual. • 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. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Appropriate attire for professional office environment. • 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 35 lbs, such as project drawings and files.