

**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-

**11999-DSA**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Division of the State Architect	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b>
<b>UNIT NAME AND CITY LOCATED</b> Business Services – Sacramento	<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> 1102 Q Street, Suite 5200
<b>PROPOSED INCUMBENT (if known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 718-295-1138-002

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 Staff Services Manager I, the incumbent performs a wide variety of clerical functions as clerical support to all staff at the 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. (Use additional sheet if necessary)

35%	<p><b>ESSENTIAL FUNCTIONS</b></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>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>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><b>Scanning</b></p> <p>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>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.</li> </ul>
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**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<b>SUPERVISOR'S NAME (Print)</b> Ann Mandalla	<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-11999-DSA**

% 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>
35%	<ul style="list-style-type: none"> <li>• Contact clients, and consultants who have scheduled a back check appointment and setup a post approval scanning appointment by telephone or email, based on priority.</li> <li>• Determines the capacity to scan documents on any given day by entering information into e-Tracker indicating workload projection. Supervisor requires accurate information to schedule additional scanning and indexing resources as required.</li> <li>• Schedules 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> <li>• Creates labels in a clear and concise manner, so that DSA staff is able to accurately identify project documents, and have access to accurate project status information.</li> <li>• Provides 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>• Provides quality control of documents by viewing each document during the indexing process and resolve any problems to ensure that all documents are readable.</li> <li>• Scans and indexes approved plans, in order for DSA to be able to deliver them to clients.</li> <li>• Maintains approved record set tracking system in e-Tracker by logging receipt of record sets into e-Tracker.</li> <li>• Verifies 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>• Ensures DSA is able to recover costs for scanning, indexing and shipping.</li> <li>• Enters number of drawings, scanning priority and shipping costs into e-Tracker.</li> <li>• Creates, edits and types invoices for recovery of scanning services.</li> </ul> <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.</li> <li>• Separates 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> <li>• Maintains an electronic record of project documents using an electronic database and the e-Tracker system.</li> <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> </ul>

- Maintains record keeping system and controls both active and closed plan files.
- Inventories, boxes and coordinates shipments of closed plans and folders to SRC via UPS delivery.
- Processes incoming projects following office policy, procedures and regulations and departmental correspondence guidelines.
- 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.
- Processes amending and refund letters to clients based on estimated cost as indicated in the applications using e-Tracker database.

**Project File Maintenance & Verification**

20%

In order to ensure that projects are correctly prepared for closing procedure upon approval from the District Structural Engineer (DSE):

- Maintains project files by verifying the accuracy and completeness of information contained therein using the e-Tracker database system and Reference Manual.
- Files project-related documents in the project files (both electronic and hard copy) in order to comply with the requirements of the individual project designated on the Documents Required List for Project Certification (ORS-6).
- 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 by using telephone, fax and sending letters.
- 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.

**MARGINAL FUNCTIONS**

5%

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.

5%

Attend meetings and training at the Regional Office to stay informed of the latest DSA processes and procedures for the functions of this position.

**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 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.

**DESIRABLE QUALIFICATIONS**

**Special Personal Characteristics**

- Dependable and good attendance record.

**Interpersonal Skills**

- 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.

**Additional Qualifications**

- 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.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

- Professional office environment, business-casual dress according to current policy.
- Read and interpret documents such as state regulations, statutes and procedure manuals.
- 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 40lbs, such as project drawings and files.