

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-

11964-ETS

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED ETS -- Administration Unit	CLASS TITLE Office Technician (T)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-072- 1139 - 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

Under the general direction of the Administration Section Manager, Staff Services Manager I (SSMI), the incumbent is responsible for administrative clerical functions for Enterprise Technology Solutions including attendance clerk duties for Enterprise Technology Solutions; complying with laws, rules, regulations, directives, policies, procedures, and guidelines of the Department of General Services, and California Department of Human Resources (CalHR). The incumbent also provides support to personnel liaison performing administrative tasks related to attendance, employee benefits, and clerical support for the Administration Unit.

% 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>
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35%	<p>To ensure the proper policies and procedures are being followed, the following work will be performed in accordance with the guidelines of the CalHR, Department of Finance, State Controller's Office (SCO), Federal and State Law (i.e., Americans with Disabilities Act, Family Medical Leave Act, Labor Code Laws, etc.), Bargaining Unit Agreements, State Administrative Manual, DGS Office of Human Resources (OHR) Personnel Operations Manual (POM), and the Activity Based Management Systems (ABMS) and Project Accounting and Leave (PAL) Manuals.</p> <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 and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.</p> <p>POSITION SUMMARY:</p> <p>In order to provide clerical support to the CIO and ETS Management in accordance with DGS Correspondence Guidelines and ETS Management policies:</p> <ul style="list-style-type: none"> • Distributes all employee notices, merit salary adjustments, and other operations documents by forwarding electronically through Outlook and/or distributing to staff. • Assists the CIO and ETS management by scheduling meetings such as the weekly CIO meeting and the manager meetings, using the Outlook calendar as requested by management.
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Kathy Schnabel	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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25%	<p>ESSENTIAL FUNCTIONS:</p> <ul style="list-style-type: none"> • Prepares agendas by typing, formatting and photocopying and make arrangements by contacting the ETS Help Desk and reserving specialized equipment, which may include delivering equipment to conference rooms. • Prepares executive correspondence, coordination sheets and Administrative Orders by typing and formatting letters and memoranda, using word processing software (e.g. Microsoft Word and Excel) and independently packaging for delivery to the Executive Office, Agency, and control agencies. • Initiates routing and tracking of correspondence and ensuring deadlines are met, following up, and ensuring accurate and efficient retrieval of the documents by utilizing organizational skills. • Assists the CIO and upper management with creating Power Point Presentations for various staff meetings, such as the ETS all-staff meeting. • Prepares and sets-up meeting rooms for Power Point Presentations by coordinating laptop and, conference call set-up, and assist by operating the laptop while presenter presents • Processes all incoming U.S. mail and interoffice mail on a daily basis by manually opening, date stamping using the automatic date stamp machine, and manually distributing mail. <p>The Office Technician (OT) serves as the backup Personnel Liaison (PL) for Enterprise Technology Solutions (ETS). In addition, the OT functions as the Attendance Clerk, and provides clerical support for management and employees:</p> <ul style="list-style-type: none"> • Prepares the required HR documentation and assists management through the hiring process; assists management with program goals; and ensures ETS is in compliance with SAM and DOF requirements. • Assists in uploading and/or routing of various personnel documents (e.g., Request for Personnel Action (RPA), Job Opportunity Bulletins (JOB), duty statements, organizational charts, etc. • Creates and types ETS internal HR forms, templates, check list sheets for supervisors. • Requests candidate minimum qualifications and list eligibility verification with OHR; monitors expiration dates of lists for possible extension. • Updates ETS organization chart to maintain consistency with new hires, separations, and employee movement • Coordinates hiring interviews by preparing interview materials, scheduling candidate's interviews, and arranging panel members. • Submits reports generated from ETS' internal vacancy report to ensure ETS management is apprised of current staffing updates • Reviews and documents current staffing needs and estimated retirements for ETS considering the sensitivity of ETS' various programs and proposed new programs. • Updates and retains ETS management ECOS accounts to provide internal customer support and assistance with hiring applications • Provides internal and external support to applicants by answering RPA questions electronically and via telephone
15%	<p>In order to maintain accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants, performs the following attendance clerk functions for approximately 120 employees, in accordance with the above guidelines:</p> <ul style="list-style-type: none"> • Verifies PAL timesheets are submitted and approved prior to the SCO interface date by generating Employee Status and Total Time Worked reports • Resolves PAL problems and/or discrepancies involving leave balances, overtime reported

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5%	<p>and work time, including Alternate Work Week Schedules, by communicating with staff and Personnel Transactions Unit as needed.</p> <ul style="list-style-type: none"> • Enters and/or corrects employee time in PAL as directed by the supervisor or manager including posting PAL for employees on extended leave, i.e., maternity, NDI, IDL, etc. • Generates reports from ABMS (i.e. overtime, leave balance, etc.) to monitor leave balances and time usage to support information reflected on the monthly dock report submitted to OHR and/or as directed by supervisors/managers. • Works closely with OHR's disability coordinator to accurately reflect any work related injuries or non-industrial disabilities on PAL. • Alerts OHR of new employee by entering new employee information on the ABMS Quick Employee Entry screen upon receipt of hiring documents from the Personnel Liaison (PL) or Supervisor. • Alerts OHR and Fiscal Services of employee separation by entering information into ABMS upon notification from PL or Supervisor. <p>In order to provide employees with information and assistance in applying for State-sponsored benefits programs: COBRA, Consolidated Benefits, Dental, FlexElect, Legal Services, Life Insurance, Long Term Disability, Rural Health Care Equity, Vision, Health, Retirement, etc. in accordance with bargaining unit contract provisions and applicable DPA rules and the Benefits Administration Manual, Cal-PERS guidelines, and HR Memorandums.</p> <ul style="list-style-type: none"> • Assists employees in enrollment/changes and by reviewing and submitting required forms to OHR for processing. • Advises employees of benefits available based on eligibility criteria. • Maintains hard copy supplies of benefit information and enrollment forms by ordering materials from the Office of State Printing or CalPers and receiving and restocking as needed. Directs employees to specific websites for automated forms. • Acts as liaison with OHR Personnel Transactions to resolve errors or discrepancies with employee benefits. • Facilitates the annual open enrollment period for health, dental, flex, and other misc. benefits by notifying employees of timeframes and various deadlines, etc.
5%	<p>In order to assist employees and supervisors with personnel-related issues and information, provides assistance with completion of misc. personnel forms in accordance with bargaining unit contract provisions and applicable CalHR, and OHR rules, regulations and guidelines</p> <ul style="list-style-type: none"> • Distributes, on a monthly basis, probationary, IDP, and range change forms to supervisors for completion by utilizing PAL and ABMS for due dates for employee probationary reports, annual IDP, and range changes. • Submits completed reports to OHR to be included in employees' Official Personnel File. • Processes catastrophic leave requests by typing and circulating request memos and processing leave donations.
5%	<p>As the Safety Coordinator for ETS, act as a liaison between ETS and the DGS Safety Coordinator. This includes serving as a departmental Incident Commander for emergency responses and/or drills and implementing safety planning, rules, work procedures, and a safety communications system with ETS staff to ensure employee compliance with safe work practices and emergency preparedness. This includes:</p> <ul style="list-style-type: none"> • Establishes, implements and maintains ETS contingency, emergency, and Workplace Injury and Illness Prevention Program (IIPP) procedural manuals. • Coordinates and assigns members to the Ziggurat Emergency Response Team (ZERT) for ETS ensuring all ZERT team members are knowledgeable of departmental emergency

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5%	<p>procedures and designated safety roles.</p> <ul style="list-style-type: none"> • Works with the office and other departmental staff to develop, evaluate, and update ETS departmental action and emergency plan. • Reviews, obtains, and distributes information regarding safety to ETS employees in order to maintain a safe and healthful workplace. • Reports unsafe conditions and accident prevention opportunities to management for action. • Secures and maintains adequate First Aid kits and emergency supplies and automated external defibrillator (AED). • Represents ETS on departmental Health and Safety Committee and IIPP meetings <p>In order to facilitate the ETS staff in their travel and scheduling arrangements</p> <ul style="list-style-type: none"> • Acts as Travel Coordinator for the ETS staff; assisting with travel arrangements by utilizing the Travel Management System Concur, on-line travel reservations. • Assists ETS staff with travel arrangements by utilizing the Concur Website for Airfare, Hotel, and Car Rental • Attends Quarterly Travel Coordinator meetings • Distribution of Travel Bulletins to ETS employees utilizing Outlook <p>Supply Room & Business Services</p> <p>In order to ensure office supply room is stocked with the required office and printer supplies, incumbent compiles on a month basis a listing of office and printer supplies for purchasing. Incumbent prepares the purchase requisitions utilizing the Activity Based Management System (ABMS); forwards for approval and submits to OBAS for processing.</p> <ul style="list-style-type: none"> • Acts as a liaison with the Business Services Section (BSS) and Building Management to resolve issues relating to space, heating, cooling concerns, repairs alterations, hazardous conditions, janitorial services, phone services, etc., through the use of effective verbal and written communication. • Maintains and updates ETS floor plan to ensure BSS and Space Planning Analyst is apprised of all internal employee movement <p>KNOWLEDGE, SKILLS 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>SPECIAL REQUIREMENT – OFFICE TECHNICIAN (TYPING) Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Knowledge of Oracle applications, specifically ABMS and PAL • Knowledge and experience preparing correspondence for another person's signature

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	<ul style="list-style-type: none"> • Knowledge of Word, Excel, Outlook, and Visio <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Demonstrate good organizational and time management skills and the ability to prioritize multiple tasks and meet deadlines. • Dependable and excellent attendance and punctuality record. • Effective ability to interpret written materials and convey information to employees and customers. • Ability to read, interpret and apply technical guidelines from various sources. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Ability to work as a team member and independently. • Demonstrate conscientiousness and professionalism in the work environment • Exercise a high degree of confidentiality and respect for personnel-related information. • Display mature judgment, tact, and discretion in all matters • Demonstrate a positive influence on office moral and team work environment. • Ability to exercise a high degree of initiative, independence, and originality. • Excellent interpersonal skills. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Dress appropriate for professional office environment • Daily use of a personal computer, related software applications, and peripherals. • Lifting up to 25 pounds and/or moving boxes up to 40 pounds with assistive devices such as dollies or carts.