

**DUTY STATEMENT**

GS 907T (REV. 04/02)

**SHADED AREA FOR HUMAN RESOURCES ONLY**

**INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

**OAH - 10779**

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> Administration – Sacramento	3. <b>CLASS TITLE</b> Office Technician (Typing)
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8:00am to 5:00pm	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> 2349 Gateway Oaks Drive, Suite 200
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-657-1139-002

The Department of General Services' (DGS) and Office of Administrative Hearings' (OAH) Core Values and Employee Expectations are key to the success of OAH's Mission. That mission is to "provide a neutral forum for fair and independent resolution of administrative matters, ensuring due process and respecting the dignity of all." DGS/OAH employees are to adhere to OAH's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

8. **BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Staff Services Manager I, this position is responsible for a wide spectrum of clerical and administrative duties for the Office of Administrative Hearings (OAH), Sacramento and provides support to all OAH offices statewide in certain tasks and areas.

9. Percentage of time performing duties	10. 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%

**ESSENTIAL FUNCTIONS**

In accordance with the policies and procedures of DGS, OAH and the State of California, the employee performs the full range of Office Technician (Typing) duties.

In order to assist the administrative section with general office needs, the employee acts as a team with the other administrative section's Office Technician in Sacramento by performing the following duties:

- Greets and directs visitors, provides information and assistance to the public.
- Answers and screens telephone calls, takes messages and refers callers to the appropriate Administrative Law Judge (ALJ) or staff member. Exercises discretion in directing calls and determines whether calls should be directed to an ALJ, Presiding ALJ or another staff member. Enters notes into OAH's case management database, Practice Manager (PM), as needed.
- Answers questions from attorneys, agencies, parties and the general public on many topics including case status, calendar issues, subpoenas and general procedures by telephone, in writing or at the public counter. Enters notes into PM as needed.
- Prioritizes urgent situations and projects and makes certain they are handled promptly by the proper person.
- Independently drafts office correspondence using Microsoft Word.
- Sends subpoenas, OAH forms and other documents in response to requests for public information by fax or mail.
- Undertakes tasks related to office opening and closing such as unlocking/locking doors to the office and hearing rooms, turning on lights and ensuring the hearing rooms have adequate supplies for the day.

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

SUPERVISOR'S NAME (Print) Cheryl Hill	SUPERVISOR'S SIGNATURE	DATE
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12. **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 to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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20%	<p><b>ESSENTIAL FUNCTIONS (continued):</b></p> <ul style="list-style-type: none"> <li>• Maintains the front desk reception manual and updates office policies and procedures as changes occur. Ensures that substitute reception staff are fully trained to follow policies and procedures as indicated in the manual. Provides outstanding customer service to OAH's clients, customers and the public.</li> </ul> <p>In order to assist OAH's Personnel Liaison(s) with routine, non-confidential matters, the incumbent:</p> <ul style="list-style-type: none"> <li>• Receives applications for employment that are mailed directly to OAH. Scans large quantities of applications into electronic database and logs them to maintain accurate records of responses received. Distributes electronic copies of applications to the appropriate managerial or supervisory staff for review.</li> <li>• Maintains electronic record of birthdates of all of the Sacramento office employees.</li> <li>• Maintains records of OAH hire dates for all employees statewide and notifies management of upcoming anniversary dates.</li> <li>• Prepares letters to applicants who are not selected for interviewing and also to those who are interviewed but not selected for the position, and submits letters to supervisory staff for signature.</li> </ul>
15%	<p>In order to ensure that employee travel needs are promptly and accurately addressed, the incumbent assists and performs back up duties to the OAH Travel Coordinator by:</p> <ul style="list-style-type: none"> <li>• Monitoring travel requests submitted to the OAH Travel inbox and researching travel options available through the State Travel Center's website (Concur). Ensures that available options meet state travel requirements and restrictions. Provides traveler with a detailed listing of options available for flights, car rentals, lodging, and other travel necessities.</li> <li>• Booking airline, lodging and car rental requests through Concur for all OAH employees statewide. Makes last-minute travel arrangements and changes as required.</li> <li>• Contacts lodging establishments to ensure acceptance of the OAH travel credit card and provides confirmation of payment to the selected hotel and the traveler.</li> <li>• Maintains and updates travel information posted to OAH's intranet with instructions and frequently asked questions for travelers to use.</li> </ul>
15%	<p>In order to process incoming and outgoing mail, follows office policy and procedures to:</p> <ul style="list-style-type: none"> <li>• Receive delivery of mail and packages. Opens, sorts, and logs those items. Independently reviews mail for content and brings issues that may be considered urgent or of particular interest to the attention of the assigned calendar staff person.</li> <li>• Accurately date stamps mail and distributes to the proper person within OAH, including the related OAH case file when necessary. Reviews documents for critical or expedited dates. Ensures that calendar staff is made aware of dates that are quickly approaching or are considered urgent..</li> <li>• Prepares outgoing mail and accurately determines most appropriate and cost effective method for mailing, i.e. overnight, certified, regular mail. Completes forms for overnight and certified mail or uses postage stamps to send regular mail.</li> </ul>
10%	<p>In order to provide general office support:</p> <ul style="list-style-type: none"> <li>• Initiates conference calls as required by ALJs and Presiding ALJs to assist with the facilitation of hearing and mediation needs.</li> <li>• Independently drafts office correspondence to employees, hearing participants and the general public using both email and letter formats. Routinely provides written documentation confirming receipt of critical documents and notes relating to cases submitted to OAH. Works closely with OAH HR staff to notify applicants of acceptance of their applications, and develops appropriate correspondence to notify candidates of selection results..</li> <li>• Maintains law library by visually/physically filing and purging updates to periodicals in a timely fashion.</li> </ul>

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5%	<ul style="list-style-type: none"> <li>• Assists with scanning documents when needed. Establishes electronic folders for storing documents and making them easily accessible to management and the PJs statewide. Reviews scanned copy file to ensure that a true and exact copy is created and that all pages are complete. Works closely with hiring manager to ensure that all applications received are accessible for electronic review.</li> </ul> <p><b>MARGINAL FUNCTIONS:</b> The incumbent acts as backup to other staff on an as needed basis:</p> <ul style="list-style-type: none"> <li>• Provides courier service by driving a vehicle to or from the Ziggurat or to or from other State departments and locations within the Sacramento area.</li> <li>• Trains backup staff in the duties of the receptionist.</li> <li>• Works closely with accounting staff to verify receipt and distribution of monthly payroll.</li> <li>• Backs up the other administrative section Office Technician by assisting with duties that are specific to that position, i.e. entering vendor invoices in the Practice Manager (PM) database for billing to OAH's clients, making bank deposits and processing credit card charges.</li> <li>• Perform other special projects and tasks as needed for the administrative section, the Special Education division and the General Jurisdiction division, i.e. processing orders of dismissal, sending mediation survey information to parties who attend mediations, and purging and archiving closed case files.</li> </ul> <p><b>KNOWLEDGE AND ABILITIES:</b> <i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><i>Ability to:</i> 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><i>Special Requirements:</i> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p><b>DESIRABLE QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Excellent organizational skills and work habits including initiative, good judgment, dependability, punctuality and attendance.</li> <li>• Ability to work both independently and in a team environment.</li> <li>• Ability to interact in a courteous, tactful and professional manner using good judgment.</li> <li>• Knowledge of Microsoft applications, i.e., Windows, Outlook, Word, Excel.</li> <li>• Ability to multitask effectively and efficiently, meet deadlines, and quickly evaluate and prioritize work.</li> <li>• A demonstrated interest in assuming increasing responsibility.</li> <li>• Flexibility and ability to re-prioritize assignments.</li> <li>• Hold a valid CA driver's license.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Office environment. Business dress according to office policy.</li> <li>• Legal work environment that is fast-paced with many deadlines.</li> <li>• Daily use of a personal computer and related software applications at a workstation.</li> </ul>