

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 - 11878

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-1139-925
2. UNIT NAME AND CITY LOCATED Special Education - Sacramento	3. CLASS TITLE Office Technician (Typing)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00am to 5:00pm	5. SPECIFIC LOCATION ASSIGNED TO 2349 Gateway Oaks Drive, Suite 200
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-662-1139-925

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. The work requires learning the administrative adjudicatory process relating to special education and the legal procedures related to mediations and due process hearings, and the ability to identify due process complaints and mediation documents.

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>
35%	<p>ESSENTIAL FUNCTIONS</p> <p>In accordance with the Individuals with Disabilities Education Act, Education Code, California Department of Education (CDE) rules, regulations and guidelines, and standard procedures governing SE matters for OAH, performs the full range of duties described below. The incumbent will learn how to master and utilize the OAH Practice Manager system (PM), Outlook, Adobe Acrobat Professional, Faxination, DocuSign, Microsoft Word and Excel and other related applications to act as initial point of contact for the division.</p> <p>In order to assist the SE division with acting as the main point of contact for general inquiries, the employee acts as a team with the other support staff in the unit by performing the following duties:</p> <ul style="list-style-type: none"> • Provides information and assistance to the public via phone or in person. • 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, utilizing discretion so as not to provide legal advice or disclose confidential information. • By reviewing incoming matters, prioritizes urgent situations 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 by email, fax, or U.S. mail in response to requests from the public. • Uses standard office equipment (i.e. telephone, photocopier, fax machines, scanners) and related software applications.

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

SUPERVISOR'S NAME (Print) Jennifer Haley	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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25%	<p>ESSENTIAL FUNCTIONS (continued):</p> <p>In order to process motions, orders, and other legal documents, and to perform case document management, the incumbent:</p> <ul style="list-style-type: none"> • Monitors incoming emails, faxes and U.S. mail pertaining to matters and reviews them by date stamping, and processes documents within statutory, regulatory and office performance timelines. Uploads all incoming case related documents into PM following SE's document handling guidelines in order to maintain a complete and accurate electronic case file. • Identifies urgent documents and makes certain they are handled promptly and routed to the proper person. • Forwards incoming transcript and administrative record requests for proper processing. • Act as liaison with pro tempore administrative law judges. • Processes motions from parties by uploading the request into PM and submits motions to appropriate person for processing. • Serves orders following OAH procedures, statutes, regulations and agency guidelines. • Makes up-to-date changes to master calendar according to current orders. • Sends out mediation survey information to parties within appropriate time lines.
10%	<p>In order to open and schedule cases for hearing, the incumbent will learn how to:</p> <ul style="list-style-type: none"> • Prepare electronic case files by ensuring cases are properly opened and scheduled according to statutory, regulatory and office performance requirements for the specific type of matter by inputting information regarding parties, hearing dates, agencies, and other case related information into PM for CDE's SE Program for all OAH SE regional offices within required timelines. • Ensure that cases are properly opened and scheduled according to specific procedures for LAUSD and Mediation Only cases. • Prepare and issue scheduling orders and notices and proofs of service using PM to properly notify parties of initiated due process activity. • Ensure that the hearing calendar within case reflects the current and correct status.
10%	<p>In order to close cases when needed, the incumbent:</p> <ul style="list-style-type: none"> • Processes results of mediations accordingly, by uploading and securing confidential documents to the corresponding case, updating the case calendar, case status and issuing any notices to all parties as necessary. • Informs all parties, assigned ALJ, PALJ, and contracted hearing services providers of case closure. • Before closing matter in PM, reviews accuracy of case file to ensure the matter is in order for possible future administrative record requests. • Concludes case management with accurate closure of files following standard OAH procedure. • Maintains an inventory log of closed cases, routinely transferring files to the file room, boxes files with required forms and coordinates the shipment of closed files to storage on a quarterly basis.
10%	<p>In order to act as interpreter and/or translator for staff in all units and OAH offices statewide:</p> <ul style="list-style-type: none"> • Answers, translates, and screens telephone calls from Spanish speaking parties, using judgment as to whom calls should be referred to and what information provided. • Translates matter documents filed by parties from English to Spanish and Spanish to English.
5%	<p>In order to maintain continuity of services to those accessing SE's services, the incumbent:</p> <ul style="list-style-type: none"> • Performs the full range of duties listed above as back up for staff that is out of the office. Back up procedures should be followed.
5%	<p>MARGINAL FUNCTIONS</p> <p>In order to serve as backup to receptionist on an as needed basis, the incumbent:</p> <ul style="list-style-type: none"> • Greets and directs visitors providing information and assistance. Answers and screens telephone calls, takes messages and refers to appropriate staff. Exercises discretion in directing calls and determines whether calls should be directed to a PALJ or another support staff member. • Answers questions from attorneys, agencies, parties and the general public on many topics by telephone, email, or at the public counter, being careful not to provide legal advice or disclose confidential information. • Opens, sorts, date stamps and distributes incoming mail, prepares outgoing mail for pickup, and determines whether mail is to be sent by overnight mail. • Undertakes tasks related to office opening and closing such as, unlocking/locking doors to office and hearing rooms, turning on lights and assuring the hearing rooms have adequate supplies for the day.

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	<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>SPECIAL REQUIREMENT</p> <p>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"> • Education equivalent to completion of the 12th grade • Ability to communicate in a clear, concise manner. • Ability to handle confidential information with tact, diplomacy, discretion and good judgment. • Knowledge of, and proficiency in, the Microsoft Office Suite which includes Word, Excel and Outlook. • Ability to operate various office machines and software applications. • Flexibility and ability to organize, set priorities and handle changing assignments. • Ability to prepare correspondence, independently utilizing a wide knowledge of vocabulary, grammar and spelling. • Ability to understand and carry out directions. • Ability to proof read. • Good attendance record and history of punctuality. • Certified bilingual. <p>SPECIAL PERSONAL CHARACTERISTICS:</p> <ul style="list-style-type: none"> • A demonstrated interest in assuming increasing responsibilities. • Possesses good organizational skills and work habits including dependability, punctuality and attendance. • Possesses a high level of personal integrity, mature judgment, loyalty, poise, tact and discretion. • Exhibits professional working methods and ability to deal tactfully and effectively in a busy office environment. • Excellent organizational and memory skills. • Establishes and maintains cooperative working relationships. • Uses initiative and works independently. <p>WORK ENVIRONMENT</p> <ul style="list-style-type: none"> • Standard office setting. • Daily and frequent use of a personal computer and a variety of office software applications at a workstation. • Occupies an office workstation for extended periods of time. • Appropriate dress for the office environment, consistent with office policy. <p>PHYSICAL ABILITIES</p> <ul style="list-style-type: none"> • Able to lift up to 15 pounds of items such as office supplies, files, books, and manuals, and move heavier supplies using a hand cart. • Move about the office, stand, reach, stoop or bend. • Use fine motor skills for computer or office machine use. • Hears, sees, reads, writes and speaks in a clear and concise manner. <p>MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Effectively manage stress associated with multiple projects and assignments under short time constraints. <p>Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting accommodations.</p>