STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

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-12003**	EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY Office of Administrative Hearings	POSITION NUMBER (Agency - Unit - Class - Serial) 306-659-1139-xxx
2. UNIT NAME AND CITY LOCATED General Jurisdiction – San Diego	3. CLASS TITLE Office Technician (Typing)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00am to 5:00pm	5. SPECIFIC LOCATION ASSIGNED TO 1350 Front Street, STE 3005
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-659-1139-xxx

The Department of General Services (DGS) and the 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 the Core Values and Employee Expectations and to perform their duties in a way that exhibits and promotes those values and expectations.

8. BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Legal Support Supervisor I, the Office Technician (OT) performs the full range of OT work for Presiding Administrative Law Judges (PALJs) and Administrative Law Judges (ALJs). The work requires learning the administrative adjudicatory process, applicable state statutes and regulations, and legal procedures and practices related to administrative hearings.

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. *(Use additional sheet if necessary)*
	ESSENTIAL FUNCTIONS In accordance with the California Administrative Procedure Act (APA), state and agency statutes and regulations, departmental guidelines, and standard procedures governing administrative adjudicatory matters for OAH, the incumbent performs the full range of duties described below. The incumbent will learn how to master and utilize the OAH Practice Manager system (PM), Outlook, Nuance PDF Converter Professional, Faxination, Microsoft Word and other related applications to manage entry-level cases. Examples of cases the incumbent manages includes, but is not limited to, routine state and local agency hearings with proceedings lasting generally less than one day.
40%	In order to open and schedule cases for hearing, the incumbent: • Reviews requests to set filings for pertinent information and determines the proper statutory timelines according to matter type. • Prepares electronic and/or physical case files by ensuring cases are properly opened in PM and scheduled according to statutory, regulatory and office performance requirements for the specific type of matter, length of hearing and geographic location. • Uploads and enters information regarding parties, agencies and other case related information into PM. • Notices parties of dates of hearing according to OAH procedure and applicable law.
20%	In order to maintain Proposed Decisions/Decisions and legal documents for entry-level cases, the incumbent: • Prepares proposed decisions/decisions by formatting documents utilizing the *California Style Manual* and OAH decision format policies. • Proofreads proposed decisions/decisions and orders. • Consults ALJs and PALJs of corrections needed on proposed decisions/decisions. • Uploads completed decisions into a decision bank and into PM and closes case files in PM following standard OAH procedures. • Prepares file to be sent to the appropriate department for action to be taken on a proposed decision/decision. Ensures extraneous information not relevant to the decision is removed from the file. Ensures all documents are in order and that exhibit list and exhibits are included in the file pursuant to standard OAH procedures.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Christina Borrego		

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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15%	In order to coordinate and schedule hearing services, and respond to inquiries for entry-level cases, the incumbent: • Processes requests for accommodation under the ADA, requests for security or other similar requests. Takes appropriate action to secure accommodations, security or other similar requests, taking care not to disclose confidential information. • Coordinates and assists OAH's contracted service provider in scheduling court reporter and interpreter services when requested by parties. • Processes requests for information regarding matters before OAH made in writing, by telephone or in person that fall under the Public Records Act and forwards to staff counsel for a response. • Responds to inquiries regarding OAH's processes. Uses discretion in responses to avoid providing legal advice and to maintain confidentiality of information in case files. Uses discretion in fielding calls from the media and prevents inappropriate ex parte communications with the ALJs. • Ensures that all interested parties including ALJs, attorneys, court reporters and interpreters, as well as California Highway Patrol if security was requested, are notified by telephone, email or fax when cases are continued or taken off calendar. • Assigns current hearings to hearing rooms within a regional office and posts assignments daily.
10%	In order to process motions, orders, and other legal documents, and to perform general case management for entry-level cases, the incumbent: • 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 OAH's Electronic Naming Guidelines in order to maintain a complete and accurate electronic case file. • Prioritizes urgent matters and makes certain they are handled promptly by the proper person. • Sends subpoenas, OAH forms and other documents by email, fax, or U.S. mail in response to requests from the public. • 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 motion to PALJ or assigned ALJ for a response. • Serves orders following OAH procedures, statutes, regulations and agency guidelines. • Makes up-to-date changes to master calendar according to current orders.
10%	In order to close cases when needed: • Submits settlement agreements and similar legal documents to the General Jurisdiction SSA or PALJ for approval to close the matter. • 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. Determines the correct files to retain within OAH and which files to send to storage. • 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.
	MARGINAL FUNCTIONS
5%	In order to serve as backup to receptionist on an as needed basis: • 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.
	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.

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	Special Requirement: Type at a speed of no less than 40 words per minute from ordinary manuscript or printed or typewritten material. **DESIRABLE QUALIFICATIONS** • 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. • Good attendance record and history of punctuality. **SPECIAL PERSONAL CHARACTERISTICS:** • A demonstrated interest in assuming increasing responsibilities. • Possesses good 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. • Demonstrated capacity for development. • Excellent organizational and memory skills. • Establishes and maintains cooperative working relationships. • Uses initiative and works independently. **WORK ENVIRONMENT** • 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. **PHYSICAL ABILITIES** • Able to lift up to 15 pounds of office supplies, files, and books, and move heavier items 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. **MENTAL ABILITIES** • Effectively manage stress associated with multiple projects and assignments under short time constraints. **Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting accommodations.**