

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-

10840-OSP

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of State Publishing	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Human Resources - Sacramento	CLASS TITLE Office Technician (Typing)
WORKING DAYS AND WORKING HOURS Monday through Friday 6:00 a.m. to 2:30 p.m.	SPECIFIC LOCATION ASSIGNED TO 344 North 7 th Street, Sacramento, CA 95811
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 307-101-1139-001

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 (SSM I)/Human Resource (HR) Unit Supervisor, the incumbent will promote and be accountable for customer satisfaction and quality service by recommending and initiating changes that provide solutions to meet customer needs in a prompt and courteous manner. The incumbent performs assignments in the areas of personnel, which include confidential and sensitive employee issues.

% 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>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>To ensure the proper policies and procedures are being followed, all work will be performed in accordance with the guidelines of the Department of Human Resources (CalHR), Office of Human Resources (OHR), State Controller's Office (SCO), Federal and State law, (e.g. Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), Labor Codes, etc., Employment Development Department (EDD), Bargaining Unit (BU) Agreements, Public Employee's Retirement System (PERS), Benefits Administration Manual (BAM), Personnel Operations Manual (POM) and/or the Department of General Services (DGS) for all levels of the Office of State Publishing (OSP) employees covering three (3) shifts (day, evening and night).</p> <p>ESSENTIAL FUNCTIONS</p> <p>In order to support the day-to-day business operations of the Office of State Publishing (OSP), Human Resources (HR) Office the incumbent:</p> <ul style="list-style-type: none"> • Answers and responds to routine inquiries received via OSP-HR main phone line and HR Customer window. • Organizes and files employee documents alphabetically in OSP-HR files. • Posts current job opportunity bulletins, exam announcements, and other HR notices by placing them on the OSP bulletin boards and removing outdated information. • Provides clerical support, such as: preparing in final format various letters, reports, forms, charts, and other written materials for signatures and distribution assuring all documents prepared are proofread, copied, and processed to meet all requirements and deadlines.
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	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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30%	<ul style="list-style-type: none"> • Issues security badges and parking permits to new employees. • Orders forms and updates forms locations to ensure the latest revision is used and an adequate supply is kept on hand. • Sorts, date stamps, and handles incoming mail and faxes by filing, posting or delivering to the appropriate staff. • Distributes outgoing mail including faxes to the various units and offices by copying documents, preparing mailing labels, stuffing envelopes, and sending mail for messenger pick-up. • Updates and maintains OSP-HR employee master file list in order for OSP-HR staff to retrieve current employee information and as needed to process various employee documents. • Orders and distributes transit vouchers to eligible participants. • Ensures the proper working order of the unit's office equipment such as the badge maker, laser printer, copier, fax machine, and time-date stamp machine and maintains the unit's office supplies, forms and various other supplies. <p>In order to perform the attendance clerk functions and assist staff with timekeeping in the Project Accounting & Leave (PAL) and Activity Based Management System (ABMS) following all control agency requirements the incumbent:</p> <ul style="list-style-type: none"> • Generates, reviews, and analyzes ABMS reports to verify the PAL timesheets are submitted and approved with the required hours for the pay period and leave time has not been overused prior to the SCO cutoff dates. • Prepares dock cutoff, late dock and pay day notifications to personnel each pay period. • Assists employees, supervisors, and managers to resolve PAL problems (leave discrepancies and overtime) issues by working with them on their concerns. • Enters and/or corrects employee timesheets in PAL as directed with written consent by the employee, timekeeper, supervisor, or manager by use of the PAL Time/Project Entry Form (GS 22 form). • Follows up on outstanding employee attendance exceptions by contacting OHR regarding leave balances and pay. • Notifies timekeepers, supervisors, and managers of the dock cutoff dates to ensure that employees are not overpaid for any dock reported. • Generates and reviews dock reports each pay period for monthly and semi-monthly payroll types to retrieve the names of the employees on dock for the current month and report any dock, separations and/or employees to be on a leave of absence on the Report of Absences without Pay (STD 603), for submission to PTU. • Sets up PAL profiles for new employees and train employees on the use of the PAL program by guiding employees on accurate entry of hours worked, use of appropriate alias and inform employees of interface dates. • Enters new employee or separation information into ABMS to alert OHR of employee status.
20%	<p>In order to facilitate the hiring process and under the direction of the OSP hiring manager/supervisor the incumbent:</p> <ul style="list-style-type: none"> • Assists in preparing various personnel documents, such as: Request for Personnel Action (RPA), Job Opportunity Bulletins (JOB), duty statements, organizational charts, etc. • Gathers and enters information into the ABMS using the automated RPA system, Microsoft Office XP Professional (e.g., Word, Visio, Excel, etc.) to generate personnel documents for supervisor's approval. • Coordinates with the Personnel Liaisons within the unit for new hires for pre-employment and new employee orientations. • Assists hiring manager by scheduling interview appointments, scheduling and setting up interview room, escorting candidates to the designated interview area, assembling and/or providing appropriate documents (duty statement, org chart and pre-employment) once a candidate is chosen, prepares written notification to candidates who were not selected for the position. • Creates and types OSP internal HR forms, templates, checklist sheets, etc. for supervisors. • Assists the Personnel Liaisons with tracking and creating spreadsheets for internal vacancy report.

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10%	<p>In order to ensure personnel and benefit forms are complete and correct for submittal to Personnel Transactions or Disability Unit (PTU/DTU) for processing, the incumbent:</p> <ul style="list-style-type: none"> • Provides personnel and benefit forms (e.g., Worker's Compensation, Change of Address, Health, Dental, Vision, Flex-elect, etc.) to employees and supervisors as needed. • Researches and gathers information on various employee and management personnel issues/programs such as Long Term Care, life insurance, etc. to assist staff, supervisors, and managers by answering questions such as proper completion of forms and program details. • Gathers, determines, and notifies employees on the status for eligibility of various benefit options available to the employee (i.e. FMLA/CFRA, NDI, SDI, Leave of Absence, etc.). • Prepares new employee orientation and separation packages for OSP employees to ensure the appropriate forms/documents, handouts, and attachments are included in each package to avoid delays in processing. <p>In order to ensure the integrity of the badge access control system and the issuance of accurate security badge information is maintained appropriately following all prescribed security procedures the incumbent:</p> <ul style="list-style-type: none"> • Generates employee badges for new and current employee's, using a digital camera. • Allows employee and vendor access to specified locations within the building as authorized by management and by creating, updating and maintain security access groups. • Reviews and establishes reports for management using the Continental Access system. • Identifies and corrects problems with the security access and restriction of door access into the building. • Issues new badges and collects payments for lost badges.
5%	<p>MARGINAL FUNCTIONS</p> <p>In order to improve personnel-related processes and systems following the DGS, OSP-HR procedures:</p> <ul style="list-style-type: none"> • Provide the OSP management of current and upcoming personnel changes which include updates on policies and procedures by representing OSP-HR at various HR trainings and meetings. <p>Serves as back up to Executive Assistant with answering phones, processing mail, reserving conference rooms, etc.</p> <p>Overtime may be required due to job requirements such as but not limited to office management needs.</p> <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>SPECIAL AND PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • A demonstrated interest in assuming increasing responsibility. <p>ADDITIONAL DESIRABLE QUALIFICATION</p> <ul style="list-style-type: none"> • Education equivalent to completion of the twelfth grade.

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	<p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> • A demonstrated ability to handle and maintain sensitive and confidential information and the assignment with tact and diplomacy. • Ability to analyzing and interpreting laws, rules, and regulations. • Work overtime as needed to meet work commitments. <p style="text-align: center;">“This position may be subject to a fingerprint and/or background check.”</p> <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Ability to work independently or as a team member with all OSP units. • Communicate in a clear, concise manner effectively, confidently and courteously with people of different backgrounds, ethnic origins, personality types and various levels of responsibility within state government. • Communicate via email using a computer, create spreadsheets, and use specialized programs, such as Kronos, Visio, and ABMS which are applicable to the job. • Ability to follow written and oral directions. • Ability to understand and follow policies and procedures. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> • Be responsive to correct customer problems; striving to satisfy the needs of the customer. • Ability to work in a fast paced environment, multi-task. • Ability to focus attention to details. • Arrive to work on time and is fully accountable for working an eight-hour day. • Come to meetings fully prepared, including handouts for distribution when appropriate. • Appropriate dress according to office environment. • Work with office equipment such as a copier, digital camera, fax machine, printer, calculator, time-date stamp machine, etc. <p>Physical Abilities:</p> <ul style="list-style-type: none"> • Frequent use of a computer and telephone at a work station. • Requires bending, stooping, and grasping in order to file and retrieve documents from file cabinets. • Exerts up to 20 pounds of force occasionally to move office items such as small boxes, cartons, and reams of paper. • Must enter the main plant and warehouse to interact with employees to determine their needs with exposure to temperature changes (hot, cold, etc.) indoors and outdoors. • Occasional exposure to unusual elements such as dust, fumes, and unpleasant odors. <p>Mental Abilities:</p> <ul style="list-style-type: none"> • Requires the ability to work well under pressure. <p>Safety:</p> <p>Follow all safety rules and procedures:</p> <ul style="list-style-type: none"> • Promote safe work practices by all employees. • Promote a safe work environment for all employees. • If you see a safety hazard that you were not told about; inform your coworkers, and notify your supervisor immediately; close calls and near misses are accidents that almost injure someone including you.