

**DUTY STATEMENT****6 positions**

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-  
**11510; 11522-  
11526 - OSP**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Office of State Publishing	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> - - -
<b>UNIT NAME AND CITY LOCATED</b> Administration Unit - Sacramento	<b>CLASS TITLE</b> Student Assistant
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8:00 a.m. to 5:00 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 344 No. 7 <sup>th</sup> Street, Sacramento, CA 95811
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 307-162-4870-906

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 close supervision of the Program Manager, Printing Services and in a learning capacity, the incumbent will learn the day to day operations in the areas of traditional and digital printing production such as customer service, order entry, planning and estimating, graphic design, binding and pressroom, desktop services, digital print, document imaging (scanning process) and warehouse services. Incumbent will perform work that will provide practical experience related to printing and develop familiarity with the laws and programs administered by the State of California.

<b>% of time performing duties</b>	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>
30%	<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>The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS), Office of State Publishing (OSP) Operations Manual, policies and procedures, Federal and State laws, rules and regulations identified under industry standards of printing, production processes, customer service, order entry, planning and estimating, graphic design, binding, desktop services, digital printing, warehouse services, health and safety as regulated by the California Occupational Safety and Health Administration (Cal-OSHA) and other health and safety agencies.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>Learns and participates in the overview of the graphics communications process as related to the mission of the Office of State Publishing for the State of California.</p>

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

<b>SUPERVISOR'S NAME (Print)</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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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.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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RPA- 11510; 11522-11526 - OSP 15/16 FY

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20%	<p><b>ESSENTIAL FUNCTIONS</b></p> <p>Learns and participates in the various phases of a job ticket request in order to fulfill the needs and due dates of our customer by performing the following:</p> <ul style="list-style-type: none"> <li>• Read, understand and follow written and verbal instructions of a customer's job ticket request from beginning to end by learning the flow of the work through the organization.</li> <li>• Learn the policies, procedures and techniques used as the job ticket processed from one production unit to another to see how the job ticket plays a vital role in the customer's request.</li> <li>• Learn to do basic mathematical computations to identify special remarks and requests such as but not limited to number of impressions per box, labelling, special count needs to job ticket requests as specified.</li> <li>• Learn the process of how a job ticket is planned and scheduled on various pieces of printing equipment and learns how the job is estimated to provide cost of the work performed to the customer.</li> </ul> <p>Learns, understands and applies the department's core values in the areas of integrity, accountability, communication, excellence, innovation and teamwork in order to adhere the department's standards for innovative solutions and quality service.</p> <ul style="list-style-type: none"> <li>• Learn and apply policies and procedures throughout the office when working in the various production areas.</li> <li>• Assist in the simple job ticket inquiries and checking status of jobs within the various production units.</li> </ul>
20%	Learns and participates in special projects to research and data gathering as related to digital print, offset production printing and support near line finishing of a product.
20%	Learns and participates in the researching and marketing on the business development as part of the strategic planning process.
10%	<p>Learns and participates in other special projects as it relates to the administrative functions that support the printing.</p> <p>Learns and understand the communication and collaboration of all the production units for upcoming job requests that are essential to OSPs customer needs.</p> <ul style="list-style-type: none"> <li>• Attend production meetings to learn how customer job requests are coordinated in order to meet deadlines, scheduling of the work and completion dates.</li> </ul> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> Elementary principles and procedures as required by the hiring department.</p> <p><i>Ability to:</i> Reason logically, write effectively, analyze situations accurately, and adopt an effective course of action; establish and maintain cooperater relations with those contacted in the work.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <p>Interest in the programs and aptitude for the work required by the department.</p> <p><b>DESIRABLE QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Ability to organize and set priorities.</li> <li>• Ability to perform multiple technical tasks with a high degree of accuracy.</li> <li>• Efficiency, conscientiousness and professionalism.</li> <li>• High degree of initiative and originality in performing assigned tasks.</li> <li>• Effective written and verbal communication skills.</li> <li>• Ability to use a personal computer with particular proficiency using the internet and Microsoft Windows software programs, including Microsoft Word, Excel and Outlook.</li> </ul>

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	<p><b>INTERPERSONAL SKILLS:</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain cooperative working relationships with staff and interact successfully in a team environment.</li> <li>• Interact with the management, the public and representatives of other state agencies.</li> <li>• Ability to follow direction received verbally or in writing.</li> <li>• Ability to maintain required job schedule.</li> <li>• Ability to focus attention on details and ability to follow work processes.</li> <li>• Strong organizational skills.</li> <li>• Ability to adapt easily to changing priorities and multiple deadlines.</li> <li>• Handle sensitive and confidential assignments with diplomacy.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</b></p> <p><b>WORK ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>• Willingness to work under noisy and dirty conditions (hearing protection provided).</li> <li>• Maintain an organized work area including storage of equipment, supplies and personal belongings.</li> <li>• Appropriate dress according to work environment.</li> <li>• Frequent use of a personal computer and related software applications at a workstation.</li> <li>• Be responsive to correct customer problems; striving to satisfy the needs of the customer.</li> <li>• Ability to work in a fast paced environment, multi-task.</li> <li>• Ability to focus attention to details.</li> <li>• Arrive to work on time and is fully accountable for full work day.</li> <li>• Come to meetings fully prepared, including handouts for distribution when appropriate.</li> <li>• Work with office equipment such as a copier, digital camera, fax machine, printer, calculator, time-date stamp machine, etc.</li> </ul> <p><b>Physical Abilities:</b></p> <ul style="list-style-type: none"> <li>• Frequent use of a computer and telephone at a work station.</li> <li>• Requires bending, stooping, and grasping in order to file and retrieve documents from file cabinets.</li> <li>• Exerts up to 20 pounds of force occasionally to move office items such as small boxes, cartons, and reams of paper.</li> <li>• 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.</li> <li>• Occasional exposure to unusual elements such as dust, fumes, and unpleasant odors.</li> </ul> <p><b>Mental Abilities:</b></p> <ul style="list-style-type: none"> <li>• Requires the ability to work well under pressure.</li> </ul> <p><b>Safety:</b></p> <p>Follow all safety rules and procedures:</p> <ul style="list-style-type: none"> <li>• Promote safe work practices by all employees.</li> <li>• Promote a safe work environment for all employees.</li> <li>• 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.</li> </ul>