

**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-

**11984-OSP**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of State Publishing	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED State Record Center - West Sacramento	CLASS TITLE Office Technician (TYP)
WORKING DAYS AND WORKING HOURS Monday through Friday 6:00 a.m. to 2:30 p.m.	SPECIFIC LOCATION ASSIGNED TO 3240 Industrial Blvd., West Sacramento, CA 95691
PROPOSED INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 307-601-1139-001

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 Manager, State Records Center & Document Destruction Center (SRC & DDC), the incumbent will perform SRC receptionist tasks, SRC & DDC invoice/bill payments, State agency records storage and destruction invoice processing and reconciliation of State agency quarterly records disposal accounts.

% 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. (Use additional sheet if necessary)
	<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, Legislative processes, customer based needs, rules and regulations regarding health and safety under the California Occupational Safety and Health Administration (CalOSHA), California Department of Motor Vehicles Driver's handbook rules and regulations and all other health and safety regulated industry standards.</p> <p><b>SPECIAL REQUIREMENT</b>  <u>Background Evaluation</u>  This position requires Background Investigation clearance.  <u>Medical Evaluation</u>  This position requires Medical Evaluation clearance.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>30% In order to provide customer inquiry satisfaction, in accordance with SRC Front Office procedures, State Administrative Manual, Chapter 1600, Records Management and the CalRIM Manual:</p> <ul style="list-style-type: none"> <li>• Provide customer requested information or documented memorandum clarification and inquiry assistance by typing memos, and/or sending and receiving faxes.</li> <li>• Direct calls after answering the telephone by screening and forwarding to appropriate SRC &amp; DDC personnel.</li> <li>• Solve customer problems over the phone by providing responses.</li> <li>• Resolve on-site, walk-in customer problems, by seeking appropriate expertise from SRC warehouse workers, specialists, supervisors or manager.</li> </ul> <p>30% In order to update State agencies records disposition and destruction data, following SRC Quarterly Disposal Notification procedures:</p> <ul style="list-style-type: none"> <li>• Hand-collate Authorization for Records Destruction computer printout reports.</li> <li>• Send to designated local and long distance customers using hand-stamped mailing envelopes or enclose in State Messenger Service envelopes.</li> </ul>

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

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

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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15%	<p><b>ESSENTIAL FUNCTIONS (continued)</b></p> <p>Remove approved for destruction record transfer lists from active Record Center binders and re-file into the inactive binders. Binders weigh up to ten pounds and are stored in multi-tiered, six to seven feet high mounted bookcase-shelving units within the SRC designated file are.</p> <p>In order to process the SRC's billing and to support contract services invoices following office procedures:</p> <ul style="list-style-type: none"> <li>• Process the billing support services by utilizing computer generated fill-in billing transmittal and payment approval forms, SRC Billing and Invoice Binders, purchase order data or service contract requirements and Procurement Division payment and records management procedures.</li> <li>• Separate reports by billing code for agency review and approval of destruction, return to agency or extension.</li> <li>• Review and verify vendor billings or invoices for correct charges.</li> <li>• Prepare payment packages.</li> <li>• Mail the invoices through Interagency Mail Services (IMS) or United States Postal Service (USPS) to State agency representatives according to the billing code.</li> <li>• Maintain and file Request Payment Packages.</li> <li>• Update the SRC Billing database using the State Archivist verified completed Authorization for Destruction computer printouts.</li> <li>• Update the authorized approval received from the agency records management coordinator for the extension of records retention beyond the authorized records disposal date by using the appropriate on-line program.</li> </ul>
15%	<p>In order to notify state agencies of records storage or disposal charges in accordance with SRC Office procedures:</p> <ul style="list-style-type: none"> <li>• Generate inventory reports using the SRC Billing system.</li> <li>• Hand-collate printed inventory reports and distribute.</li> <li>• Send to designated local and long distance customers by mailing envelopes with labels, or using State Messenger Service envelopes.</li> <li>• Update agency-billing code in the local access data base when notified by agency record coordinator, as required.</li> <li>• Obtain record status information to resolve customer communicated record problems by reviewing the SRC Billing database and Transfer Lists located in specialized marked binders.</li> </ul>
10%	<p><b>MARGINAL FUNCTIONS</b></p> <p>In order to ensure a quality printed product functionally maintain the copier, calculator, printer, computer and fax machine as required following manufacturer instructions:</p> <ul style="list-style-type: none"> <li>• Replace paper, cartridges and toner materials.</li> <li>• Provide procedural information by making copies when requested by the Records Management Program instructors for classes taught at the SRC to ensure quality customer service training.</li> </ul> <p>Overtime may be required due to job requirements such as but not limited to the Governor's Budget, the Legislature and contractual client obligations during</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p><b>Ability to:</b> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetic 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>

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	<p><b>SPECIAL REQUIREMENT</b>  <b>Ability to:</b> type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• A demonstrated interest in assuming increasing responsibility.</li> </ul> <p><b>ADDITIONAL DESIRABLE QUALIFICATION</b></p> <ul style="list-style-type: none"> <li>• Education equivalent to completion of the twelfth grade.</li> </ul> <p><b>DESIRABLE QUALIFICATIONS</b>  <b>Special Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• Computer application skills: Familiar with Microsoft Word , Excel, Outlook, and Access applications.</li> <li>• Require, at least quarterly, during the Disposal Notification process working in the SRC primary work area to file inactive transfer lists in the inactive State Record Center Transfer List binders.</li> </ul> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal communication skills.</li> <li>• Ability to work effectively as a team member.</li> <li>• Work independently in performing assigned tasks.</li> <li>• Ability to respond to customers with tact and diplomacy.</li> <li>• Understand written and verbal instructions and communication.</li> <li>• Understand and follow DGS, OSP and SRC office rules, policies and procedures at all times.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b>  <b>Work Expectations:</b></p> <ul style="list-style-type: none"> <li>• Maintain a positive and professional attitude when dealing with SRC &amp; DDC internal and external customers.</li> <li>• Consistently exercise a high degree of initiative.</li> <li>• Display accuracy, precision, completeness, neatness and appropriate quantity and quality of work.</li> <li>• Display a courteous nature, be composed and calm.</li> <li>• Focus on essential tasks and duties during an eight (8) hour workday.</li> <li>• Flexibility to adapt to changing work priorities.</li> <li>• Be at your work area ready for work at your starting time.</li> <li>• Return on time to your respective work area ready to work after breaks and lunch.</li> <li>• Usual office work conditions, occasionally required to work in the noisy, dusty industrial facility.</li> <li>• Casual dress work environment.</li> </ul> <p><b>Physical Abilities:</b></p> <ul style="list-style-type: none"> <li>• Exert up to ten pounds of force frequently to move office books.</li> <li>• Ability to reach overhead while pulling Records Transfer List Books weighing up to ten (10) pounds from multi-tiered, six to seven foot high, mounted bookcase-shelving units.</li> <li>• Frequent use of a computer at a work station.</li> <li>• Walking, standing, stooping, reaching, twisting and bending and making repetitive hand movements in the performance of daily duties.</li> </ul> <p><b>Mental Abilities:</b></p> <ul style="list-style-type: none"> <li>• Requires the ability to handle stress and deadlines.</li> </ul> <p><b>Safety:</b>  Working in the State Records Center requires compliance with the State Records Center Safety Checklist and appropriate government safety procedures, rules and regulations.</p> <ul style="list-style-type: none"> <li>• Follow all OSP and SRC safety rules and procedures:</li> <li>• Promote safe work practices.</li> <li>• Promote a safe working environment for all employees.</li> </ul>

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	<p><b>Safety (continued):</b></p> <ul style="list-style-type: none"><li>• Do not attempt to operate equipment, use a tool or materials until you have been trained and authorized.</li><li>• Do not perform a new task until the associated safety hazards and methods to protect yourself have been explained to you.</li><li>• Never alter or modify original tools or equipment. Make sure you know how to properly use and take care of any required protective equipment. Make sure you use your equipment when it is required.</li><li>• Keep your work area organized and as clean as possible maintaining good housekeeping procedures at all times.</li><li>• In you see a safety hazard, inform your co-workers, and notify your supervisor immediately. "Close calls" or "near misses" will be reported to your supervisor; close calls and near misses are accidents that almost injure someone including you.</li></ul>