

**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-

**11987-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> Interagency Mail Service - Sacramento		<b>CLASS TITLE</b> Office Services Supervisor II (GEN)	
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 7:30 a.m. to 4:00 p.m.		<b>SPECIFIC LOCATION ASSIGNED TO</b> 344 North 7 <sup>th</sup> Street, Sacramento, CA 95811	
<b>PROPOSED INCUMBENT (If known)</b>		<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 307-164-1150-001	
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.			
<b>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</b> Under the general direction of the Warehouse Manager I, the Office Services Supervisor II directs the operation of the Interagency Mail and Messenger Services Unit. The Interagency Mail Service provides pick up and delivery of interdepartmental mail to 160 different State agencies, departments and offices. The Messenger Service provides dedicated delivery routes to the Department of Finance, Department of Transportation and the Department of Substance Control.			
<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>		
	<p>The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers 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 managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p>All work to be accomplished is authorized under the Department of General Services (DGS), Office of State Publishing (OSP) policy procedures and guidelines.</p> <p><b>SPECIAL REQUIREMENT</b></p> <p><u>Background Evaluation</u> This position requires Background Investigation clearance.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>In order to plan, organize and direct the work of interagency messengers following OSP policy and procedures:</p> <p>25%</p> <ul style="list-style-type: none"> <li>• Provide Interagency Mail and Messenger Service by directly supervising, coordinating and scheduling the daily activities and services.</li> <li>• Oversee and evaluate changing situations by supporting and taking effective action.</li> <li>• Apply specific laws, rules and office policies to daily operations.</li> <li>• Organize the scheduling of "special" services such as: hand-to-hand deliveries and large freight pick-ups.</li> </ul> <p>25%</p> <p>In order to monitor and troubleshoot various logistics problems with the Mail and Messenger Services Unit utilizing experience and following OSP guidelines:</p> <ul style="list-style-type: none"> <li>• Implement changes in procedures or other issues that may arise to meet the changing needs of the customers.</li> <li>• Prepare a weekly work schedule for employees.</li> </ul>		
<b>SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</b>			
<b>SUPERVISOR'S NAME (Print)</b>		<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
<b>EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b>			
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>

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**011987-OSP 16-17 FY**

% 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>
15%	<p><b>Essential Functions (continued)</b></p> <p>In order to provide the Unit with personnel duties following DGS and OSP policy and procedures:</p> <ul style="list-style-type: none"> <li>• Fill vacant positions by recruiting and interviewing applicants to facilitate the hiring process when required.</li> <li>• Prepare Requests for Employee Action (RPAs) the form required by DGS to fill vacant positions.</li> <li>• Review time sheets and Notice of Personnel Action (NOPAs); approve employee time worked and absence requests; review sick leave and vacation balances and pay level increases.</li> <li>• Responsible for the selection, training and evaluation of new employees.</li> <li>• Provide feedback to employee(s) on work habits and skill level.</li> <li>• Provide constructive intervention.</li> <li>• Assist management in completing employee reports, evaluations and disciplinary action documentation.</li> </ul>
10%	<p>In order to manage and oversee a fleet of 9 cargo vans assigned to the unit following all required DGS and OSP policy and guidelines:</p> <ul style="list-style-type: none"> <li>• Arrange for vehicle rentals when assigned vans need service or repairs.</li> <li>• Schedule vehicles for routine maintenance and request emergency repairs when required.</li> <li>• Prepare the monthly vehicle usage report for the Office of Fleet Administration.</li> <li>• Responsible for the Department of Motor Vehicles "Pull Notice Program" to make sure employees have a valid driver's license.</li> <li>• Oversee the training/instruction provided for the messengers (new drivers) on daily maintenance of vehicles i.e., checks and log mileage, service vehicle for travel (gas and oil levels).</li> </ul>
10%	<p>Assume the duties of either the Receiving or Shipping Supervisor or the Warehouse Manager I in their absence following the OSP procedures:</p> <ul style="list-style-type: none"> <li>• Research and evaluate supply or equipment orders for material needed at the warehouse.</li> <li>• Coordinate inventory by counting pallets, cartons and other materials used in the printing industry.</li> <li>• Train employees in the proper use of manual and motorized equipment.</li> <li>• Attend safety meetings.</li> <li>• Complete a written report, and follow-up, on all warehouse and driver accidents.</li> <li>• Notify supervisor of any out-of-the-ordinary conditions that exist and will require immediate action.</li> <li>• Supervise as well as participate in cleaning the loading dock area and floors in the warehouse.</li> <li>• When required move or transport hazardous materials in the warehouse.</li> </ul>
5%	<p>In order to prepare the annual budget and unit cost information following current DGS and OSP procedures:</p> <ul style="list-style-type: none"> <li>• Prepare over \$102,000.00 of monthly billing for the Interagency Mail and Messenger Services Unit.</li> <li>• Provide forms, service and billing information to customers.</li> </ul>
5%	<p>In order to develop and maintain customer service following OSP policy:</p> <ul style="list-style-type: none"> <li>• Review, investigate and respond to client inquiries and complaints.</li> <li>• Routinely ensure the efficient completion of messenger runs by employees.</li> <li>• Promote customer satisfaction and be accountable for quality service to all OSP customers.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <p>Maintain accurate State agencies, department's and office's names and addresses utilizing available resources and contacts in order to prepare the Interagency Mail and Messenger Services pamphlet for printing according to department procedures.</p>

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**011987-OSP 16-17 FY**

% 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>
	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles and techniques of effective supervision and training; department's Equal Employment Opportunity objectives; a supervisor's role in Equal Employment Opportunity Program, and the processes available to meet equal employment opportunity objectives.</p> <p><b>Ability to:</b> Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations; 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; and plan, organize, direct, and supervise the work of others; effectively contribute to the department's equal opportunity objectives. Work independently, modify established procedures and methods to meet changing needs, and supervise the work of a medium sized group.</p> <p><b>ADDITIONAL DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Education:</b> Equivalent to completion of the twelfth grade.</li> </ul> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p><b>Special Personal Characteristics</b></p> <ul style="list-style-type: none"> <li>• A demonstrated interest in assuming increasing responsibility.</li> <li>• Work overtime as needed to meet work commitments.</li> </ul> <p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Communicate in a clear, concise manner with co-workers, legislators, their staff members and the public.</li> <li>• Promote teamwork and be proficient as a team member.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <p><b>Work Expectations:</b></p> <ul style="list-style-type: none"> <li>• Ability to keep required job schedule and to focus attention on details.</li> <li>• Efficiency, conscientiousness and professionalism.</li> <li>• Wear appropriate attire for the office environment.</li> <li>• Skill with personal computers and related software applications, copier and fax machine.</li> <li>• Be organized and thorough.</li> <li>• Demonstrated reliability in attendance.</li> <li>• Ability to work in a fast paced environment.</li> <li>• Required to work in a noisy and dusty industrial facility.</li> <li>• 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 peak period work loads.</li> </ul> <p><b>Physical Abilities:</b></p> <ul style="list-style-type: none"> <li>• Requires standing, walking, sitting and reaching to perform the duties of the position.</li> <li>• Exert up to 52 pounds of force frequently to move boxes.</li> </ul> <p><b>Mental Abilities:</b></p> <ul style="list-style-type: none"> <li>• Ability to work under pressure, and effectively handle stress and deadlines.</li> <li>• Control of temper and attitude during stressful conditions.</li> <li>• Understand written and verbal instructions and communication.</li> </ul>

# DUTY STATEMENT

GS 907T (REV. 03/05)

**011987-OSP 16-17 FY**

% 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>
	<p><b>Safety:</b> Follow all OSP safety rules and procedures:</p> <ul style="list-style-type: none"><li>• Promote safe work practices by all employees.</li><li>• Promote a safe working environment for all employees.</li><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>• If 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>