

**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-

**11661-PROC**

EFFECTIVE DATE:

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| DGS OFFICE OR CLIENT AGENCY<br>Procurement Division                            | POSITION NUMBER (Agency - Unit - Class - Serial)<br>- - -                    |
| UNIT NAME AND CITY LOCATED<br>OSDS - West Sacramento                           | CLASS TITLE<br>Office Technician (Typing)                                    |
| WORKING DAYS AND WORKING HOURS<br>Monday through Friday 8:00 a.m. to 5:00 p.m. | SPECIFIC LOCATION ASSIGNED TO<br>707 Third Street, West Sacramento, CA 95605 |
| PROPOSED INCUMBENT (If known)  | CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)<br>306-496-1139-005 |

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 SSM I, the incumbent is responsible for providing clerical and technical support for certification processes, as well as, reception desk back-up coverage. Duties include but are not limited to: processing incoming and outgoing mail, faxes and emails, data entry into the database, faxing and copying various documents, maintaining accuracy of electronic and manual records, answering customer inquiries and greeting and directing callers and visitors.

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| % 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) |
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| 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>Under the general direction of a Staff Services Manager I, the incumbent is responsible for general clerical and technical support for the Office of Small Business and DVBE Services (OSDS).</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>In order to ensure timely and accurate processing of incoming and outgoing mail in accordance with the OSDS' policies and guidelines using a personal computer with Microsoft Office Products, certification related software applications, and various office equipment:</p> <ul style="list-style-type: none"> <li>Processes all incoming mail on a daily basis by manually opening, date stamping using automatic date stamp machines, and distribute to appropriate staging area and/or staff</li> <li>Receives fax and email correspondence and distributes to appropriate staging area and/or staff</li> </ul> |
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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 |
|---------------------------|------------------------|------|

**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.

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|-------------------------|----------------------|------|
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
|-------------------------|----------------------|------|

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|-----------------------------|---|
|                             | <p><b>ESSENTIAL FUNCTIONS, cont.</b></p> <ul style="list-style-type: none"> <li>• Responds to inquiries regarding eligibility requirements for Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) certification, online application questions, and in some cases, required supporting documentation to complete the online process</li> <li>• Reviews and inputs large volumes of business and certification-related information into the online application, including attaching supporting documents to appropriate files into the Certification Database</li> <li>• Prepares certification files for new applicant firms</li> </ul> <p>25% In order to provide customer service to all visitors and callers to the OSDS office, assists with general front-counter and receptionist duties in accordance with the OSDS customer service policies and guidelines and using a multi-line phone system, personal computer, certification related software applications, Internet, and various office equipment:</p> <ul style="list-style-type: none"> <li>• Answer a multi-line telephone and screen all callers by independently responding to questions and requests for general information, by transferring calls to the appropriate staff or resource, and by taking messages as needed</li> <li>• Greet in-person visitors and notifies staff by telephone of visitor arrivals</li> </ul> <p>20% In order to promptly process electronic information, using a personal computer and paper applications, online application, in accordance with OSDS policies and guidelines:</p> <ul style="list-style-type: none"> <li>• Generates electronic reports on spreadsheets</li> <li>• Identifies urgent application requests for expedite processing for immediate assignment</li> <li>• Develops appropriate responses to email inquiries</li> </ul> <p>20% In order to maintain records management ensure the accurate location of paper and online application/ certification records, in accordance with SB/DVBE certification policies and guidelines:</p> <ul style="list-style-type: none"> <li>• Creates or retrieve files and distribute paper records to the appropriate staff, processing areas or central files</li> <li>• Requests record retention list annually from systems administrator to identify files to be archived: <ul style="list-style-type: none"> <li>• Retrieve and reconcile records retention list</li> <li>• Retrieve files from file rooms</li> <li>• Update online records with retention information</li> <li>• Coordinate shipment of records to State Records Center</li> </ul> </li> </ul> <p>5% <b>MARGINAL FUNCTIONS</b></p> <p>To ensure a quality printed product, maintain copier, calculator, printer, computer, and fax machines by replacing paper and cartridges and toner materials as required following manufacturer instructions.</p> <p><b>KNOWLEDGE, SKILLS AND ABILITIES</b></p> <p><b>Knowledge of:</b> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> |

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|                             | <p><b>Ability to:</b> Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions;</p> <p>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><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal communication and customer service skills</li> <li>• Maintain good attendance</li> <li>• Ability to respond to customers with tact and diplomacy</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• Display courteous nature, be composed and calm</li> <li>• Maintain a positive and professional attitude when dealing with peers and customers</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Receive direction amenably, act on instruction provided and consistently exercise a high degree of initiative and independence in performing assigned tasks</li> <li>• Display accuracy, precision, completeness, neatness and appropriate quantity and quality of work</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</b></p> <ul style="list-style-type: none"> <li>• Focus on essential tasks and duties during an 8-hour workday</li> <li>• Frequent daily use of a personal computer</li> <li>• Reach overhead and below waist to pull and re-file Certification Records</li> <li>• Occasional lifting required (up to 50 pounds)</li> <li>• Frequent use of telephone, fax and photocopy machines</li> <li>• Requires ability to deal effectively and professionally with visitors and staff</li> <li>• Requires ability to deal effectively with multiple tasks simultaneously (i.e. telephone calls, visitors, deliveries, mail, etc.)</li> </ul> |