

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 11732-PROC

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Procurement Division	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED CMAS - West Sacramento	CLASS TITLE Office Technician (Typing)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 Third Street, West Sacramento, CA 95605
PROPOSED INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-504-1139-024

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 general direction of the Senior Electronic Data Processing (EDP) Acquisitions Supervisor, the incumbent regularly performs the most difficult clerical duties for the California Multiple Award Schedule (CMAS) Unit and the Multiple Awards Program Section Chief.

% 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)

25%

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.

ESSENTIAL FUNCTIONS

In order to provide clerical support to the CMAS Unit and MAPS Section Chief in accordance with the DGS Correspondence Style and Format Guide, and established office guidelines using various office equipment, including a computer with Microsoft Office Products and as directed by the Senior EDP Acquisitions Supervisor or the MAPS Branch Chief, the incumbent will:

- Independently prepare written correspondence to internal and external customers. Compiles and prepare various reports.
- Take initiative to coordinate the reproduction of program materials, and monitor facsimile transmissions.
- Maintain and update the CMAS Contract Log and the SQL CMAS Database including making any necessary corrections related to database errors.
- Review completed contracts including contract summary sheet and enter the contract information into the database; work with CMAS analysts to resolve any discrepancies associated with CMAS database.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**SUPERVISOR'S NAME (Print)**

Rhonda Smith

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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	<p>Essential Functions (Continued)</p> <p>25%</p> <ul style="list-style-type: none"> • Receive and process triaged CMAS Contract Applications from CMAS analysts. Based on triage process, determine whether contract applications are to be entered into the CMAS SQL Database for contract processing or to be returned to the CMAS contract applicant. <p>20%</p> <ul style="list-style-type: none"> • Receive incoming CMAS Main Line phone calls and independently research and respond to inquiries regarding contract application status. Utilizing CMAS SQL Database Contract Assignment Log and/or Contract Maintenance screen, refer State and Local Government Agencies and vendor community to the appropriate CMAS analyst for detailed contract information. • Screen the CMAS Customer Service Line voice mail messages and determines the appropriate course of action. <p>20%</p> <ul style="list-style-type: none"> • Inform CMAS Program Manager and/or Lead Analyst of CMAS database issues/discrepancies and assist in resolution of issues with designated Enterprise Technology Services Division (ETSD) database Programmer. <p>5%</p> <ul style="list-style-type: none"> • Assist the CMAS analyst with processing of Quarterly Reports and remittance of associated checks. <p>5%</p> <p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Coordinate with Procurement Division (PD) units Record Management duties as needed. • Maintain proper inventory of office supplies by reviewing stock on shelves and supply requisitions from CMAS staff on a monthly basis. Places orders with the DGS/Business Services Section. • Ensure quality printed products by maintaining copiers, printers, and fax machines. • Order from DGS/Business Services Section and replaces paper and cartridges and toner materials as required following manufacturer instructions. <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>

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	<p>SPECIAL REQUIREMENT - OFFICE TECHNICIAN (TYPING) Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Desire to learn and work in a team environment • Ability to enter data into a computer database with a high degree of accuracy • Maintain good attendance • Willing and able to accept increasing responsibilities • Possess good written and oral communication skills • Dependable; responsible; positive attitude. • Display mature judgment, tact and discretion in all matters • Willingness to accept challenges, handle multiple projects simultaneously. • Excellent customer service skills • Ability to effectively handle stress and deadlines. <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Ability to organize, set priorities and work independently • Ability to handle telephone calls professionally and with good judgment <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Demonstrate conscientiousness and professionalism in the work environment <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Professional office environment, appropriate business attire required • Function effectively in an automated environment • Daily use of phone, fax, copiers and general office and communication equipment. • Occasional use of laptop computer. • Frequent use of computer and related software applications and the Internet at a workstation. • Sitting in a seated position for extended periods of time • Use of a hand cart to transport documents and/or equipment up to 15-20 lbs., i.e. laptop computer, files, reference manuals, solicitation documents, etc.