

DUTY STATEMENT

GS 907T (REV. 03/06)

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 **11789-PROC**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Procurement Division	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Communication & Outreach Section - 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 3 rd Street, West Sacramento, CA 95605
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-496-1139-007

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 Staff Services Manager II, the incumbent is responsible for general clerical and technical support for the Communication and Outreach Section.

% 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>
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35%	<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>All work is to be accomplished in accordance with the laws, rules, regulation, and/or guidelines of the Department of General Services (DGS). The incumbent will ensure the State's purchasing operations are in compliance with State and Federal laws relating to procurement and contracts, Public Contract Code (PCC), State Administrative Manual (SAM), Government Code, Management Memos, and Executive orders.</p> <p>ESSENTIAL FUNCTIONS</p> <p>In order to provide clerical and technical support and assist the Communication and Outreach staff with administrative tasks in accordance with established functions using various office equipment, including a computer with Microsoft Office Products and as directed by the Outreach Program Manager or assigned lead, the incumbent will:</p> <ul style="list-style-type: none"> • Check mail station daily and deliver to appropriate staff. • Create and manage spreadsheets and other databases for tracking outreach activities and reports. • Send out broadcast bulletins to state customers and the supplier community. • Plan and coordinate teleconferencing, handouts, supplies, microphone set-up, etc. • Schedule and coordinate logistics for internal and external meetings, i.e., Customer Forums, Small Business Advisory Council Meetings, Ad Hoc Meetings, Advocate Meetings, etc.
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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
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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25%	<p><u>ESSENTIAL FUNCTIONS (Continued)</u></p> <ul style="list-style-type: none"> • Prepare vendor check requests and supporting documents for payment of sponsorships and events. • Scan documents and save in the appropriate sponsorship folder on the shared drive. • Update outreach event mobile app daily to ensure events are current. • Provide assistance at local collaboration conference, i.e. set-up, registration, technical, etc. <p>In order to provide assistance with maintenance of inventory and update Outreach resource materials for the department, the incumbent will:</p> <ul style="list-style-type: none"> • Keep inventory of outreach material to ensure there is adequate stock on hand. • Notify appropriate staff when printed material gets low. Other material print in-house as needed. • Restock shelves with outreach material when supplies get low and prepare requisitions to order more material. • Prepare and ship outreach material for events to the Outreach Liaison in Los Angeles. • Assist with updating training PowerPoint and presentations material as needed. • Manage and update Small Business Advocate list, keep current on updates and changes by sending monthly email to current advocates for updates. • Schedule bi-weekly staff meetings, prepare meeting agenda for staff meetings, request agenda items from staff, record action items from meetings and disseminate minutes to staff. • Maintain procedures on the shared drive and update as needed.
20%	<p>In order to provide customer service to all visitors and callers to the Outreach Section and assist with responding to general customer inquiries by using a personal computer, Internet, and various office equipment, the incumbent will:</p> <ul style="list-style-type: none"> • Check 1-800# phone line, respond to general customer inquiries, take messages as needed and share with appropriate staff. • Check email boxes and respond to general customer inquiries, seek staff assistance for inquiries that are complex or sensitive in nature. • Function as the receptionist for the Outreach Section when staff are out of the office and/or on business travel and may be required to assist in other areas within the division. • Create and manage equipment checkout process when internal customers request to checkout equipment, i.e. laptops, projectors, easels, etc.
15%	<p>In order to adequately maintain office supplies and in accordance with procurement policies and guidelines:</p> <ul style="list-style-type: none"> • Notify staff and request supply orders each month. • Research items using various small business company catalogs for pricing. • Prepare order sheet and obtain manager's signature for approval. • Reconcile office supply order to ensure all products are received before distribution.
5%	<p>MARGINAL FUNCTIONS</p> <p>To ensure a quality printed product, functionally maintain copier and printers, by replacing paper and cartridges and toner materials as required following manufacturer instructions.</p> <p>KNOWLEDGE, SKILLS AND ABILITIES</p> <p><i>Knowledge of:</i> Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p>

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	<p>Skills: 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> <p>Ability to:</p> <ul style="list-style-type: none"> • Perform difficult clerical work, including data entry. • Spell correctly, use good English. • Make mathematical computations. • Operate various office machines. • Follow oral and written directions. • Evaluate situations accurately and take effective action. • Deal tactfully with the public and internal and external customers. • Follow 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>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Excellent verbal communication skills. • Maintain good attendance. • Ability to respond to customers with tact and diplomacy. • Computer application skills: Familiar with Microsoft Package Suite i.e. Microsoft word processing, spreadsheet, and data base applications. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Display courteous nature, be composed and calm. • Maintain a positive and professional attitude when dealing with peers and customers. • Dependable; responsible; positive attitude • Willingness to accept challenges and handle multiple projects simultaneously. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Receive direction amenably, act on instruction provided and consistently exercise a high degree of initiative and independence in performing assigned tasks. • Display accuracy, precision, completeness, neatness and appropriate quantity and quality of work. • Deal effectively and professionally with visitors and staff. • Work as an integral member of the Communication and Outreach team. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Frequent daily use of a personal computer telephone and photocopier. • Professional office environment, appropriate business attire required. • Use of hand cart to transport documents and/or equipment up to 25 lbs. • Travel may be required to events within the Sacramento region

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