

DUTY STATEMENT

GS 907T (REV. 08/01)

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-

10765-PMDB

EFFECTIVE DATE:

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| DGS OFFICE OR CLIENT AGENCY Real Estate Services Division | POSITION NUMBER (Agency - Unit - Class - Serial) 719-404-1139-XXX |
| UNIT NAME AND CITY LOCATED Project Management & Development Branch – W. Sacto | 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) 719-412-1139-002 |

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 Supervising Architect, the Office Technician performs at the advanced journey level which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks for PMDB management and staff. The Office Technician performs the following duties:

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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. <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>ESSENTIAL FUNCTIONS</p> <p>In order to provide typing/correspondence support to the Architectural Unit staff with written correspondence and assure all outgoing correspondence meets DGS standards assuring consistent quality and uniformity, in accordance with GS Correspondence Style and Format Guide, the State Administrative Manual (SAM), and the procedures and policies of the Branch:</p> <ul style="list-style-type: none"> • Prepares correspondences, documents and reports using Microsoft Office Applications and good grammar skills. • Drafts general responses for Architectural staff signature or assigns appropriate personnel to prepare response using good communication skills (written and verbal) and completed staff work techniques. • Reviews materials submitted by staff for proper format, content and grammar by editing, notating and returning to originator for revision. • Trains and assists other clerical support on general office procedures including correspondence as needed by providing one-on-one training sessions or referring to the appropriate reference material. |
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

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| SUPERVISOR'S NAME (Print) Tom Wells | 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.

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| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
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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. <i>(Use additional sheet if necessary)</i> |
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| 30% | <p>In order to effectively assist with the flow of daily information from the Architectural staff regarding critical program issues and to ensure continued flow of work, and in accordance with DGS Guidelines, the SAM, and the procedures and policies of the Branch, utilizing Microsoft Word software, excellent personal communication and telephone skills, excellent organizational skills, and accurate grammar, spelling, punctuation and business English usage:</p> <ul style="list-style-type: none"> • Monitors and follow-up on time sensitive and/or critical issues with staff by Microsoft Outlook calendars, electronic files, and communication (verbally and/or via e-mail). • Communicates with and instructs staff on assignments pertaining to program issues, meeting agendas, and flow of sensitive correspondence by communication in person, e-mail and meetings. • Reviews incoming mail correspondence and routes to appropriate staff using personal knowledge, good judgment and personal delivery or internal distribution methods. • Advises and assists managers/supervisors and clerical support staff on Branch procedures and processes by verbal and written communication. |
| 20% | <p>In order to maintain general and sensitive correspondence, filing and information, in accordance with the DGS Correspondence Style and Format Guide and instructions from the Section Chief:</p> <ul style="list-style-type: none"> • Provides assistance to Architectural Section Chief in obtaining solutions and making recommendations for sensitive issues involving administrative functions, organizations and complex program areas in accordance with the Division Strategic Plan, DGS policies and procedures, and the SAM, using Microsoft Office Applications. • Types various documents for the Section Chief, managers and supervisors utilizing Microsoft Word software, editing skills and personal discretion. • Creates and maintains confidential and administrative files using an alpha or numeric method. • Performs complex and routine copying, faxing, filing and other office functions utilizing various office machines and an alpha/numeric filing system as needed in order to facilitate work received from the unit staff in accordance with branch guidelines and instruction from the manager. |
| 10% | <p>Backs up reception area Office Technician as necessary by providing customer service and using good judgment, communication and interpersonal skills in accordance with office procedures/guidelines:</p> <ul style="list-style-type: none"> • Greets clients at public counter. May ask unfamiliar visitors to present proof of identification. • Maintains manual log of visitors to the office by asking the visitor to provide their name and the company that they represent, the nature of their visit and whom they are here to see. • Contacts the employee to announce a visitor and requests that the employee come to the reception area to escort the visitor back into the work area. • Receives hand-delivered documents/packages and distributes to appropriate personnel. • Directs special mail designated for pick-up. • Maintains conference room calendar/log. • Sorts and files miscellaneous correspondence and documents. • Receives, separates and distributes incoming facsimile data. • Logs, tracks and distributes Form 23s through Architectural units. • Maintains stock of office supplies, such as paper, pens and pencils. |
| 5% | <p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Processes reprographic requests from architects and project managers upon request. • Files, sorts, and organizes project-related documents upon request. • Produces copies of documents in response to Public Records Act Requests. • Any other duties as assigned by the Supervising Architect or other Branch management. |

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| | <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> <p>SPECIAL REQUIREMENT</p> <p>Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. (Typing certificate required).</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Knowledge of and proficiency in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, Microsoft Outlook and Microsoft Visio. • Knowledge of modern office methods, supplies and equipment; business English and correspondence. • The functions and responsibilities of the Branch and Division. • The Branch's relationship with divisional, departmental and other governmental entities. • Knowledge of the Department of General Services' Guidelines for All Correspondence. • Think clearly and take independent effective action. • Handle confidential assignments with tact, diplomacy, discretion and good judgment. • Communicate effectively on a one-to-one basis for the purpose of obtaining and imparting information. • Understand and carry out directions following a minimum of explanation; analyze situations accurately and take effective action. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <p>Demonstrated interest in assuming increasing responsibility; conscientious; high level of personal integrity, well defined sense of discretion; mature judgment; loyalty; poise; and tact, good attendance, good organizational skills.</p> <p>INTERPERSONAL SKILLS</p> <p>Excellent verbal and written communication skills, excellent telephone skills, ability and desire to be courteous and helpful.</p> <p>WORK ENVIRONMENT, PHYSICAL & MENTAL ABILITIES REQUIRED</p> <ul style="list-style-type: none"> • Appropriate dress for an office environment. • Present self professionally. • Effectively handle stress, multiple tasks and meet tight deadlines calmly and efficiently. • Communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals, and people of various levels of responsibility within state government, including members of the Legislature and their representatives. • Consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. |