

**DUTY STATEMENT**

GS 907T (REV. 03/03)

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**SHADED AREA FOR HUMAN RESOURCES ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Preparation and Construction Manual for Instructions

RPA-004 BCSH

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> Business, Consumer Services and Housing Agency	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> Office of the Secretary	3. <b>CLASS TITLE</b> Office Technician (Typing)
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> M-F, 8:00 a.m. to 5:00 p.m., Excluding Holidays	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> 915 Capitol Mall, Suite 350-A, Sacramento
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 338-100-1139-001

YOU ARE A VALUED MEMBER OF THE AGENCY'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE AGENCY 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.

8. **BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under general direction of the Administrative Operations Manager. The position interacts professionally and accurately with Governor's Office staff, State Officials, Agency and Department staff, constituents, and the general public.

9. Percentage of time performing duties

10. 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)*

20%

**ESSENTIAL FUNCTIONS**

In order to provide clerical support and ensure quality customer service in accordance with BCSH policy and procedure:

- Answers and directs incoming telephone calls
- Greets visitors in a professional manner and accompanies them to appropriate staff
- Files, copies, scans, and sorts various documents
- Sorts mail, processes incoming and outgoing mail packages, opens and date stamps all mail and delivers to appropriate staff
- Establishes and maintains administrative and confidential files
- Reviews and follows up on assigned projects and other matters
- Prepares memos and reports as needed

20%

In order to provide assistance to consumers in accordance with the mission of BCSH:

- Serves as Agency constituent affairs representative and liaison with the Governor's Office, Constituent Affairs (CAF) Unit
- Receives incoming consumer inquiries from the public, CAF, and state legislators and refers to appropriate BCSH department for response
- Tracks inquiries and maintains electronic file records
- Works with BCSH departments to manage progress of and ensure timely responses to inquiries
- Prepares constituent affairs reports for executive staff as needed

11. **SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

12. **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 to balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

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9. Percentage of time performing duties	10. 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>
20%	<p>In order to facilitate purchasing activities in compliance with procurement policies and procedures, Purchasing Authority Manual and State Contract Manual:</p> <ul style="list-style-type: none"> <li>• Maintains adequate material supplies by taking physical inventory</li> <li>• Prepares and executes purchase orders through FI\$CAL consistent with PAM</li> <li>• Coordinates routine maintenance for office machines (i.e. printer, copier, fax) to ensure that machines are in good working condition</li> <li>• Compiles data and prepares the annual State Agency Buy Recycled Campaign Report</li> <li>• Maintains and tracks BCSH equipment in the inventory database</li> </ul>
20%	<p>In order to track and process vendor and other invoice payment requests, in compliance with policies and procedures:</p> <ul style="list-style-type: none"> <li>• Serves as liaison between Department of General Services, Contracted Fiscal Services (CFS) and Agency</li> <li>• Receives and date stamps invoices</li> <li>• Tracks and routes incoming invoices</li> <li>• Reconciles invoices to contracts and purchase orders through FI\$CAL</li> <li>• Resolves issues with invoices, billing, and payments</li> <li>• Maintains invoice and file records</li> </ul>
10%	<p>In order to maintain accurate reporting to the State Controller's Office (SCO) for issuance of payroll warrants, performs the following attendance clerk functions for Agency employees, in accordance with procedures and guidelines:</p> <ul style="list-style-type: none"> <li>• Serves as attendance clerk and liaison between the Department of General Services, Office of Human Resources and Agency</li> <li>• Verifies all timesheets are completed accurately and on time</li> <li>• Performs monthly reconciliation of leave balances</li> <li>• Resolves problems and /or discrepancies involving leave balances, overtime reported and time worked</li> <li>• Enters and or corrects employee timesheet as directed by the manager</li> <li>• Maintains accurate records of employees eligibility for MSA and Range Changes</li> </ul>
5%	<p>In order to ensure training requirements are met, in compliance with policies and procedures:</p> <ul style="list-style-type: none"> <li>• Serves as the Agency training coordinator</li> <li>• Ensures employees have completed mandatory training classes</li> <li>• Coordinates training with employees and vendors</li> <li>• Ensures completeness of training request form</li> <li>• Prepares invoice for payment of training received</li> <li>• Maintains database of training taken or needed by employees</li> </ul>
5%	<p>In order to maintain the Record Retention guidelines set forth, in compliance with the State Administrative Manual and policies and procedures:</p> <ul style="list-style-type: none"> <li>• Updates and submits retention schedule as needed</li> <li>• Ensures records are purged according to the retention schedule</li> <li>• Prepares request for pickup of files to be purged or archived</li> </ul>

**MARGINAL FUNCTIONS**

Assist staff with various general clerical functions, including but not limited to typing, filing, proofreading, and other general clerical support functions.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**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.

**SPECIAL REQUIREMENT**

**Ability to:** Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

**SPECIAL PERSONAL CHARACTERISTICS**

- Provides the highest level of customer service in all situations.
- A positive attitude.
- Ability to work in a fast pace environment.
- Ability to be flexible and motivated.
- Excellent attendance and punctuality.
- Ability to work under pressure and perform multiple tasks, with accuracy, precision and neatness.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

- Professional office environment and attire.
- Requires ability to effectively handle stress and deadlines.
- Ability to effectively communicate, orally and in writing, with a diverse community: individuals with varied experiences, perspectives and backgrounds; the general public; private sector professionals; and, people of various levels of responsibility within state government, including members of the Governor's Office, Legislature and their representatives.
- Consistently exercise good judgment.