

DUTY STATEMENT**CURRENT**

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-

10878 - BPM

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Building and Property Management Branch	POSITION NUMBER (Agency - Unit - Class - Serial) 308-600-1441-002
UNIT NAME AND CITY LOCATED Bay Region – Oakland Elihu Harris Management Unit	CLASS TITLE Office Assistant (General)
WORKING DAYS AND WORKING HOURS Monday through Friday, Day shift 8:00AM to 5:00 PM	SPECIFIC LOCATION ASSIGNED TO 1515 Clay Street, Oakland, CA
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 308-600-1441-002

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 direct supervision of the Office Building Manager, the incumbent performs clerical, administrative and timekeeping functions. The incumbent prepares and distributes human resources documents and informs employees of the various benefits available; performs purchasing and payment functions; administers the scheduling of the conference center; receives requests for service and maintenance calls, and dispatches custodial, trades and engineering personnel.

% 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)

The Bay Region, Elihu Harris State Office Building is located at 1515 Clay Street, Oakland, CA. This building occupies approximately 923,843 square feet of office space. This is a state-of-the-art structure with 24 stories in height.

The incumbent will be required to possess a valid California Driver's License, Class C in order to drive self in a State vehicle while performing the duties of the Office Assistant (G). The incumbent may be required to take and pass the Department of Justice background and/or fingerprinting checks in order to work in restricted security access floors/buildings in the Bay Region.

DUTIES

To ensure the proper policies and procedures are being followed, the following work will be performed In accordance with the principles and guidelines of the DGS and State Administrative Manual (SAM) Manuals, the Real Estate Services Division (RESD) and Building and Property Management (BPM) strategic plans, the guidance of the BPM headquarters office/staff, DGS's Office of Fiscal Services (OFS) and Office of Human Resources (OHR).

The combination of general office duties include, but are not limited to, receives and directs all visitors, invoice processing for payments, typing, mail and document handling, filing and records management, document preparation and review, statistical and other record keeping, ordering and maintaining supplies and equipment.

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.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

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Proposed Day shift M-F 8am-5pm
RPA 10878-BPM, 308-600-1441-002

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	<p>ESSENTIAL FUNCTIONS Receives and greets building visitors, answer questions, and directs all incoming calls and requests for information to others in order to disseminate building information and effectively provide facilities management services, using oral communications skills, building directories and written information on an as-needed basis.</p>
20%	<p>Accounting and Budget In order to purchase goods and services and pay accordingly from invoices received from vendors using departmental manuals, the Activity Based Management System (ABMS) system, Excel, other computerized systems, forms and assistance from managers and supervisors as needed in accordance with state and department regulations or as requested by supervisors or managers:</p> <ul style="list-style-type: none"> • Submits all required documentation to managers or OHR for payment approval. • Log all purchases, including small business and recycled item/DVBE purchases, in order to keep track of purchasing activity using handwritten or computerized Excel logs whenever purchases are made.
20%	<p>Payroll and Personnel In order to hire, separate, promote, transfer, pay or otherwise process personnel matters using manuals, the Project Accounting Leave (PAL) system, other computerized systems, forms and assistance from managers and supervisors as needed in accordance with state and department regulations or as requested by supervisors or managers:</p> <ul style="list-style-type: none"> • Submits required documentation to managers or OHR. • Informs employees of benefits available and processes benefit paperwork in order to obtain benefits desired by employees by referencing manuals, carrier brochures and the required departmental forms when employees are hired and as requested by employees thereafter. • Reports energy data in order to inform BPM management of energy use using computerized data entry over the Internet and copy/fax equipment on a monthly basis when the utility bills arrive.
20%	<p>Clerical In order to ensure effective storage and timely retrieval of those items using filing cabinets, binders and a filing system as documents are submitted for storage or requested for retrieval and in accordance with state and DGS regulations on records storage:</p> <ul style="list-style-type: none"> • Files and maintains files of correspondence, document, forms and reports. • Logs, retrieves and distributes correspondence, documents, forms and reports. • Types documents and forms and/or enters data in order to process unit paperwork using computer programs such as Excel, Word, PowerPoint and ABMS, or using a typewriter as directed by supervisors or managers or according to scheduled tasks.
15%	<p>Cash/Pay Warrants/Voucher Processing In order to effect timely payment of employees by utilizing the Excel spreadsheets and personal contact with supervisors for the distribution of monthly pay checks, overtime and/or Travel Expense Claim (TEC) checks to arrive:</p> <ul style="list-style-type: none"> • Logs and distributes pay warrants and transit vouchers to supervisors. • Receives and processes checks and cash from access card replacement, restroom vending machines, conference room rentals and all other sources for deposit in order to ensure correct and timely deposit of same in state accounts by utilizing the report of deposit forms and DGS instructions as checks and cash are received.
10%	<p>Mail In order to ensure proper and timely delivery by utilizing hand delivery, carts or assistance from others (as needed for objects over 55 pounds or whenever team lifting is required according to back safe lifting training) on a daily basis according to the USPS mail delivery schedule for the building and common carrier delivery schedules:</p> <ul style="list-style-type: none"> • Retrieves mail from the mailroom and receives mail and packages from common carriers and distributes mail and packages to appropriate locations. • Prepares document pouches and packages and requests overnight service pickup in order to ensure overnight delivery utilizing forms provided by the department's contracted overnight delivery carrier as

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	<p>documents are prepared as requested by personnel in West Sacramento, as requested by supervisors of managers, or as required to meet schedules and deadlines.</p> <p>Maintenance and Service 10% Dispatches and logs engineering, trades and custodial personnel for maintenance, repair or emergency services by utilizing telephone or radio as requested by DGS personnel, the public or other agencies as needed.</p> <p>Marginal Functions 5% Distributes and monitors building card keys and building keys to employees and/or vendors in order to provide tenant and vendor access to the building by utilizing handwritten logs in accordance with tenant needs and written directives.</p> <p>KNOWLEDGE AND ABILITIES Ability to: Perform 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.</p> <p>ADDITIONAL DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Education equivalent to completion of the twelfth grade. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Ability to remain calm and communicate effectively when confronted with emotionally distressed, angry or demanding customers. • Ability to effectively communicate orally in person, by telephone and by radio. • Ability to prioritize simultaneous projects by urgency and health/safety impact. • Exhibit professional working manner and ability to deal tactfully and effectively in a busy office environment. • Display mature judgment, poise, tact and discretion. • Excellent organizational and memory skills. • Efficiency, conscientiousness and professionalism. • Good public and fellow-employee interaction skills. • Good attendance record and history of punctuality required. • Use initiative and work independently. <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • A demonstrated interest in assuming increasing responsibility <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES: WORK ENVIRONMENT</p> <ul style="list-style-type: none"> • Ability to work in low-rise (6 floors and lower) to high-rise (7 floors and higher) office-building environment. • Business dress according to current policy. • Daily use of personal computer and a variety of office software applications at a workstation. • Work in an office suite that includes modular workstations with telephones and computers, a copy/fax/mail/filing room, a public counter and several private offices. • The incumbent will be required to possess a valid California Driver's License, Class C in order to drive a State vehicle from one State building to another in order to perform the job duties of the Office Assistant (G). • The incumbent may be required to take and pass the Department of Justice background and/or fingerprinting checks in order to work in restricted security access floors/buildings in the Bay Region.

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	<p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES (continued)</p> <p>PHYSICAL ABILITIES</p> <ul style="list-style-type: none"> • Move about, stand, reach, stoop or bend. • Ability to use fine motor skills. • Ability to sit for prolonged hours at a time while typing, writing, dispatching and answering phones. • Ability to lift packages up to 55 pounds (one case of bond paper) safely without assistance and carry them by hand up to 75 feet. In the event that the incumbent cannot perform this, carts and/or assistance from a co-worker will be made available. <p>MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Read and write English in order to speak in a clear and concise manner. • Ability to work on multiple tasks at one time and meet daily deadlines. • The mental ability to solve tenants' building related problems creatively, to concentrate on accurate entry and calculation of data, to evaluate and prioritize emergent situations and to understand the application of laws, rules, regulations and procedures to workplace tasks.