

STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA- 010133-OHR	EFFECTIVE DATE:
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1. DGS OFFICE OR CLIENT AGENCY HUMAN RESOURCES	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-1138-001
2. UNIT NAME AND CITY LOCATED EXAMINATIONS UNIT	3. CLASS TITLE OFFICE TECHNICIAN (General)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00a.m to 5:00p.m	5. SPECIFIC LOCATION ASSIGNED TO WEST SACRAMENTO
6. PROPOSED INCUMBENT (If known) VACANT	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-1138-001

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.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS
Under the general direction of the Manager of the Examinations Unit, the Office Technician (General) will perform the most difficult of clerical duties. The incumbent has responsibility for the examination certification process for DGS Offices and client Boards and Commissions. This position interprets and applies a wide variety of personnel laws, rules, policies, and processes in the performance of these functions.

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>
40%	<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 functions will be performed following civil service merit principles in accordance with established office procedures and policies, the California Code of Regulations, SPB Laws, SPB Pinkies, SPB guidelines, CalHR rules and regulations, the Selection Manual, cert guides, State Restriction of Appointment (SROA) guidelines and the Federal Uniform Guidelines on Employee Selection.</p> <p>ESSENTIAL FUNCTIONS</p> <p>In order to ensure list certification is available for DGS program and Client Agency hires on a daily basis:</p> <ul style="list-style-type: none"> Request and print Certification of Eligibles, by determining and inputting specific information using the CalHR Certification System for the entire DGS Offices and Client Agencies. Review and code responses of candidates to verify candidate's eligibility for appointment. Prepare and send applications to DGS Offices and Client Agencies. Implement and disseminate all new procedures involving the certification process to personnel management as necessary in accordance with direction from the CalHR and SPB. Process transfer of list eligibility for individuals upon request of the hiring office. Prepare appropriate list approvals and fax to CalHR for processing upon request of hiring office. Report all potential illegal hire situations or other certification issues promptly to the Examinations Manager and Personnel Officer.

11. 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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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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35%	<p>ESSENTIAL FUNCTIONS (continued)</p> <ul style="list-style-type: none"> • Provide information on candidate list eligibility and possible options on certification availability and hiring situations to Classification & Pay Analyst, DGS clients and Client Agencies on a daily basis. • Request, clear and process Limited Examination and Appointment Program (LEAP) hires and report such to Equal Employment Opportunity Office. • Request, clear and process hires of SROA. • Maintain the filing for all DGS and Client Agency official certifications that are closed. Maintain accurate documentation and certification clearances for audit purposes. • Train staff on the on-line certification system and all aspects of the certification process as required. <p>In order to ensure list certifications are processed for DGS program and Client Agency hires on a daily basis:</p> <ul style="list-style-type: none"> • Request Employment Inquiries from the CalHR Certification System. • Determine the type and amount of inquiries to be requested and mailed by the ranking of the candidates on the list. Separate employment inquiries, retain copy for files and prepare copy for mailing to eligible with a copy of the DGS Employment Opportunity Bulletin in order to determine their interest in appointment. • Match employment inquires to certification lists and record responses of employment inquiries and any miscellaneous information that needs to be input into the CalHR certification system in order to proceed with hiring. • Respond to contacts by telephone and in-person from the general public and employees in regards to certification status and other vital information in accordance with established guidelines on a daily basis. • Review the approved Request for Personnel Action (RPA) in order to determine what is needed to request the certification and inquiries. Code the RPA control form or automated RPA cert history with specific information in regards to certifications and hires. Complete required information of hiring process and forward RPA to Personnel Transactions Unit (PTU) for processing in order for them to meet SCO cutoff dates. • Work within the RPA spreadsheet environment to update RPA progress. • Using CalHR's on-line certification system run reports to generate the Official Certification lists, Employment Inquiries, Notice of Appointment, Waiver Notices, Inactive Notices, Address Changes and other miscellaneous information. • Run reports in order to generate the certification listing report and clear the on-line system of suspended certifications. • Use the CalHR system to research list availability for other agencies upon request.
25%	<p>In order to provide independent clerical services to the Examinations Unit on related issues by using the personal computer, e-mail, telephone, and/or in person, perform the following activities:</p> <ul style="list-style-type: none"> • Using templates: review, copy, and distribute various written correspondence detailing information on application eligibility (e.g., letters, memoranda to programs, reports, spreadsheets, etc.). • Develop and modify various spreadsheets as requested. • Perform general clerical functions including professionally answering calls within the Examinations Unit greeting visitors, responding to routine questions, preparing outgoing mail, opening and routing incoming mail, sending out routine e-mails, maintaining office files, making photocopies, shredding confidential documents and performing data entry. • Provide written and/or oral documentation to the Classification & Pay Analyst to resolve illegal hire situations in accordance with established procedures as necessary.

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	<p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Familiarity with the CalHR Certification System and its function(s). • Experience providing quality customer service • Excellent organizational skills • Attention to detail and ability to follow-through • Experience with the Microsoft Office Suite, especially Word and Excel <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Display strong interaction skills • Interact successfully in a team environment • Communicate successfully in a diverse community • Communicate successfully with individuals from varied experiences, perspectives and backgrounds <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Ability to be flexible, receive and follow directions from managers, supervisors, and classification & pay analysts. • Ability to provide solutions to managers, supervisors, classification & pay analysts and clients. • Maintain required work schedule and follow office rules. • Gain and maintain the confidence and cooperation of management and clients. • Demonstrate mature judgment; tact and discretion; remain professional and calm in all situations and have respect for self and others. • Ability to perform duties independently and with the highest level of expertise. • Ability to focus on work and details without being distracted. • Ability to read and write English at a level required for successful completion of assignments. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Anticipate and identify problems and their causes; develop potential solutions or improvements using rational and logical processes or innovative and creative approaches. • Organize and structure work for effective performance; plan and adjust priorities as conditions change. • Express written information clearly, and accurately and in an organized manner. • Effectively handle stress and deadlines in a fast paced environment. • Prepare and/or move boxes and/or information for archiving purposes