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- **11200-OHR** | EFFECTIVE DATE: |
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| 1. DGS OFFICE OR CLIENT AGENCY<br>Office of Human Resources | POSITION NUMBER (Agency - Unit - Class - Serial)<br>306-271-1139-003 |
| 2. UNIT NAME AND CITY LOCATED<br>CRU - Sacramento | 3. CLASS TITLE<br>Office Technician (Typing) |
| 4. WORKING HOURS/SCHEDULE TO BE WORKED<br>8:00 a.m. to 5:00 p.m. | 5. SPECIFIC LOCATION ASSIGNED TO<br>CRU |
| 6. PROPOSED INCUMBENT (If known) | 7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)<br>306-271-1139-003 |

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 Staff Services Manager I, the incumbent independently provides administrative support for the Office of Human Resources (OHR) including but not limited to preparing documents, filing and maintaining OPF file-room, processing subpoena requests, ordering office supplies, and greeting OHR guests.

| 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)* |
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| 25% | 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.<br><br>**ESSENTIAL FUNCTIONS**<br>The incumbent shall promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs. The incumbent shall exercise a high degree of initiative and independent judgment in regularly performing the most difficult clerical support duties in the Office of Human Resources. Duties shall include, but not be limited to:<br><br>In accordance with guidelines and procedures in the *DGS Correspondence Style and Format Guide, Gregg Reference Manuals,* and *CRU Desk Procedures Manual,* the incumbent uses a personal computer (and any appropriate software program) to:<br>• Research information, compose and type correspondence, reports and spreadsheets in response to inquiries on routine OHR policies and procedures, public records requests, personnel roster assignments, etc., assuring all documents prepared are proofread, copied, and processed to meet all requirements and deadlines.<br>• Type memoranda, letters, reports, graphs, charts, tables as requested by manager assuring all documents are proofread, copied and processed to meet all requirements and deadlines.<br>• Prepare single and mass distribution labels ensuring that information is transmitted to the appropriate staff accurately. |

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. *(Use additional sheet if necessary)* |
|---|---|
| 25% | • Develop various types of forms, establish and maintain automated databases for unit use to enter or correct staff schedules, phone lists, retirement awards packages and other personnel lists as needed and as requested by OHR staff.<br><br>Using the Customer Resource Unit (CRU) Desk Manual Procedures and Guidelines, the incumbent:<br>• Ensures that DGS personnel documents, file folders, correspondence, reports, and other confidential material and records are maintained in a current and accurate manner in the OHR file room (including but not limited to absence and additional time worked reports, 634s, miscellaneous active and inactive filing, RPAs, unemployment, wage garnishments, etc).<br>• Files incoming OHR material and personnel documents, file folders, correspondence, reports, and other confidential material and records located in the OHR file room ( examples of documents include: absence and additional time worked reports, leave balance forms, miscellaneous active and inactive filing, Request for Personnel Action packages, unemployment documents/requests, wage garnishments, dock forms, change in established positions, miscellaneous payroll leave and adjustment documents, personal use of state vehicles, time certification, employment eligibility verification, pay differential documents, superior accomplishment awards, filling for boards and commissions).<br>• Opens, stamps and distributes all OHR mail using established distribution lists to ensure distribution to correct OHR staff.<br>• Answers a multi-line telephone system; directing and transferring callers to appropriate DGS division and/or OHR staff, other State agencies and the general public.<br>• Responds to questions on the Department's personnel-related policies, programs and functions.<br>• Assists examination analysts by checking-in examination participants. |
| 25% | In order to properly maintain, retain and prepare for storage of personnel records in accordance with SAM guidelines and approved Records Retention Schedule, the incumbent:<br>• Prepares archiving of documents and transferring of files into archive boxes.<br>• Assists the Personnel Officer in the preparation of annual records report by completing an inventory of office records.<br>• Establishes, maintains and updates complex computerize database programs and manual filing systems for centralized OHR records by using personal computer.<br>• Prepares required documents for confidential destruction.<br>• Updates and maintains internal records retention guidelines.<br>• Advises staff on proper procedures for preserving, storing, retrieving, retaining, and destroying records by following established policies.<br>• Maintains storage areas to insure the most effective use of filing space by visual inspection and physically moving files.<br>• Purges file materials following State Administrative Manual (SAM) retention schedules.<br>• Makes recommendations to OHR managers, supervisors and staff regarding suggested retention of information and/or documents based on requests for information received, historical retention, etc.<br>• Identifies problems or sensitive issues regarding document retention, recommends resolutions and makes appropriate changes as directed. |

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|---|---|
| 5% | In accordance with the California Public Records Act, processes subpoenas for records by:<br>• Read subpoenas thoroughly to ascertain specific details of the request (e.g., specific timeframes or type of records).<br>• Gather and copy appropriate records in order to provide requested documents.<br>• Consult with Legal Office staff to ensure full compliance of subpoenas. |
| 5% | In order to ensure accurate time-keeping records for all OHR employees following bargaining unit provisions, applicable CalHR, SPB and OHR rules and regulations and utilizing Outlook, ABMS and PAL, the incumbent:<br>• Requests PAL Status and Total Time Worked Reports to monitor and track timely submission and approval of PAL timesheets by OHR employees and their supervisors.<br>• Enters new employee information in the ABMS Quick Employee Entry screen.<br>• Enters employee separation information in ABMS. |
| 5% | Serves as the initial contact person in OHR in order to assist employees with personnel-related issues/information such as health and dental enrollments, catastrophic leave program, Industrial Disability Leave, Non-Industrial Disability Insurance, formal leave of absences, Family Medical Leave Act, and Long Term Disability following listed guidelines. The incumbent:<br>• Gives employees the appropriate benefit information and forms as requested.<br>• Orders and maintains a current supply of benefit information booklet and enrollment forms for employees.<br>• Assists employees to complete the forms accurately and timely as required.<br>• Submits benefit forms to PTU for processing and distributes completed copies to employees.<br>• Refers employees to appropriate contact to assist them with questions on benefit issues. |
| 5% | In accordance with procurement regulations and Calcard procedures, is responsible for ordering supplies by:<br>• Completes order forms for requested supplies.<br>• Submits order forms for approval prior to ordering supplies.<br>• Orders and Maintains adequate supply of most commonly used office supplies for OHR.<br>• Contacts companies to order supplies, tracks orders for timely receipt and disseminates supplies to requestors.<br>• Responsible for compiling, obtaining bids, ordering and disseminating the supplies for all of OHR.<br>• Reviews Cal card statements for accuracy and submit to staff responsible for payment.<br>• Attends training as needed to learn, and keep current on, Calcard processes.<br>• Maintains records of supply orders to ascertain usage and ordering trends of supplies.<br>• Maintains copiers, printers, fax and other machines by making sure warranties are followed and supplies are properly ordered (cartridges, toner, etc.) and are properly installed. Works with the Enterprise Technology Solutions (ETS) on proper maintenance. |
| 5% | **MARGINAL FUNCTIONS**<br>• Provides back-up to other clerical staff.<br>• Identifies issues, modifications or changes on CRU processes or procedures (such as filing systems, requisitions for supplies, etc.) to ensure consistency with OHR and departmental mission and vision statements by working with the Personnel Officer and Staff Services Manager. |

**KNOWLEDGE, SKILLS 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**

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

**SPECIAL PERSONAL CHARACTERISTICS**

Demonstrates enthusiasm and is customer service oriented; independent and self-initiator; good verbal communication skills; and exercises good judgment.

**ADDITIONAL QUALIFICATIONS**

- Good organizational skills.
- High level of accuracy and pays attention to detail.
- Works well both independently and as a team player.
- Excellent punctuality and attendance.
- Good grammar and vocabulary.

**INTERPERSONAL SKILLS**

- Ability to communicate on a one-to-one basis for the purpose of obtaining or providing information.
- Good telephone etiquette; ability to effectively communicate with persons at all levels.
- Understands and carries out directions following a minimum of explanation.
- Good public and staff interaction skills.
- Demonstrates efficiency, conscientiousness, and professionalism.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

- Appropriate dress according to office standards.
- Presents self professionally.
- Effectively handle stress, multiple tasks, and tight deadlines calmly and efficiently.
- Communicate confidently and courteously.
- Ability to bend and stoop.
- Ability to file documents above shoulder height.