



# EMPLOYMENT OPPORTUNITY

1. RPA #	<b>10124-DSA</b>
ANALYST'S INITIALS	<b>der</b>
DATE	10/12/15

**YOU MUST BE A PERMANENT OR PROBATIONARY STATE EMPLOYEE, A FORMER PERMANENT OR PROBATIONARY EMPLOYEE OR ON AN EMPLOYMENT LIST FOR THIS CLASSIFICATION IN ORDER TO APPLY FOR THIS POSITION.**

<b>CLASS TITLE</b> Office Technician (General)	<b>POSITION NUMBER</b> 718-195-1138-004	<b>TENURE</b> Permanent	<b>TIME BASE</b> Full Time	<b>CBID</b> R04
<b>OFFICE OF</b> Division of the State Architect	<b>LOCATION OF POSITION (CITY or COUNTY)</b> OAKLAND		<b>MONTHLY SALARY</b>  \$2,691 to \$3,371	
<b>SEND APPLICATION TO:</b>  Division of the State Architect Human Resources 1102 Q Street, Suite 5100 Sacramento, CA 95814 Attention: Salina Hernandez	<b>REPORTING LOCATION OF POSITION</b> 1515 Clay Street, Suite 1201			
	<b>SHIFT AND WORKING HOURS</b> DAYS - 8:00am to 5:00 pm			
	<b>WORKING DAYS, SCHEDULED DAYS OFF</b> MONDAY through FRIDAY, DAYS OFF: SAT/SUN			
	<b>HR/PL PHONE NUMBER</b> (916) 341-6999	<b>PUBLIC PHONE NUMBER</b> (510) 622-3101	<b>POST &amp; BID FILE BY:</b>	
	<b>SUPERVISED BY AND CLASS TITLE</b> Gennenia Gordon, Staff Services Manager I		<b>FILE BY</b> 10/27/15	

**Please indicate RPA number 10124 on your state application**

The Department of General Services' (DGS) Core Values and Employee Expectations are keys 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.

**SELECTION CRITERIA - -**

- Please submit a completed State Application (STD 678).
- SROA/Surplus employees are encouraged to apply and will be considered prior to other recruitment methods.
- Transfers, reinstatements, or recruitment from the employment list may be considered. Consideration may be given to applicants who are on a DGS employment list or on another department's employment list. Transfer of list eligibility must meet the criteria to transfer the eligibility from the other department's employment list to DGS' employment list.
- Applications will be evaluated based on eligibility and desirable qualifications and interviews may be scheduled.

**DUTIES**

Under the general direction of the Staff Services Manager I, the incumbent performs a wide variety of clerical functions as clerical support to all staff at the Regional Office.

**ESSENTIAL FUNCTIONS**

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 following duties will be accomplished in accordance with the Department of General Services (DGS) and Division of the State Architect (DSA) policies, procedures and guidelines.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation **DGS JOB HOTLINE PHONE (916) 322-5990**

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### **Scanning**

In order to ensure DSA staff have access to approved project information at the satellite and regional offices, provide a final record set of approved plans within the five day time frame; utilizing verbal/written instructions and through skills and knowledge gained through education, vendor provided training and experience:

- Provides scanning services for conversion and filing of DSA project documentation at the regional office in order to produce a final record set of plans; using optical scanner equipment to scan various sizes of plans and documents, create document lists, track documents sent to third party scanning services and quality control of scans returned from external sources.
- Contact clients, and consultants who have scheduled a back check appointment and setup a post approval scanning appointment by telephone or email, based on priority.
- Determines the capacity to scan documents on any given day by entering information into e-Tracker indicating workload projection. Supervisor requires accurate information to schedule additional scanning and indexing resources as required.
- Schedules training for clients and consultants to learn the requirements of the process for submitting electronic, back check plans by scheduling training in e-Tracker and coordinating with IT staff to provide training as needed.
- Ensures DSA staff is able to accurately identify project documents, and have access to accurate project status information.
- Provides data entry services for document indexing processes and e-Tracker project management application by cataloging scanned documents into a database according to DSA procedures.
- Provides quality control of documents by viewing each document during the indexing process and resolve any problems to ensure that all documents are readable.
- Ensures DSA is able to deliver approved plans to clients after scanning and indexing.
- Maintains approved record set tracking system in e-Tracker by logging receipt of record sets into e-Tracker.
- Verifies record sets have been received by clients, who choose to have their record sets shipped after scanning by contacting clients using a telephone or email.
- Ensures DSA is able to recover costs for scanning, indexing and shipping.
- Enters number of drawings, scanning priority and shipping costs into e-Tracker.
- Generates invoice for recovery of scanning services.

### **Incoming Project Processing**

In order to process incoming project submittals using the e-Tracker database, standard office procedures and the regulations governing the DSA program in Title 24, California Code of Regulations:

- Receives project documents for public school, essential services and state funded projects such as drawings, specifications, calculations, geological/soil reports, addenda, change orders, and deferred approvals upon delivery to the DSA office.
- Reviews received documents in order to determine if they apply to an existing project submittal or are a new submittal.
- Creates a project file for new submittals, verifies the accuracy of the project application and researches the project file number in the e-Tracker database and manual files for existing projects.
- Identifies the type and/or increment of the project and the accuracy and appropriateness of the documents and drawings received.
- Prepares supporting documents and obtains authorization from Intake Architect in order for client to receive approval of application from DSA.
- Applies date and identification stamps to appropriate documents. Records receipt of documents into e-Tracker database. Attaches identification tags to appropriate documents. Distributes documents to designated staff using mail delivery cart or places in staff mailbox as size allows.
- Maintains an electronic record of project documents using an electronic database and the e-Tracker system.
- Maintains a log of outgoing plans following supervisor and manager requests. Prepares documents for shipment using UPS on-line services.
- Coordinates transmittal of original tracings to blueprint company for printing.

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- Acknowledges receipt of file set of approved documents and records status in e-Tracker.
- Maintains record keeping system and controls both active and closed plan files.
- Inventories, boxes and coordinates shipments of closed plans and folders to SRC via UPS delivery.
- Processes incoming projects following office policy, procedures and regulations and departmental correspondence guidelines.
- Independently prepares a wide variety of outgoing correspondence to send to clients such as letters, memos, technical documents, and reports using good grammar and English and knowledge of the organization.
- Processes amending and refund letters to clients based on estimated cost as indicated in the applications using e-Tracker database.

### **Project File Maintenance & Verification**

In order to ensure that projects are correctly prepared for closing procedure upon approval from the District Structural Engineer (DSE):

- Maintains project files by verifying the accuracy and completeness of information contained therein using the e-Tracker database system and Reference Manual.
- Files project-related documents in the project files (both electronic and hard copy) in order to comply with the requirements of the individual project designated on the Documents Required List for Project Certification (ORS-6).
- Responds to client inquiries verbally and in writing in order to provide project status information, request documents, and acknowledge receipt of documents verbally and in writing by using telephone, fax and sending letters.
- Enters project data information into e-Tracker database system in order to maintain an accurate electronic record of projects using personal computer (PC) according to the E-TRACKER Reference Manual.

### **MARGINAL FUNCTIONS**

Provides back up coverage to the front reception desk by receiving deliveries and greeting visitors in person and over the phone and directing callers and visitors to the appropriate division staff following established protocols.

Attend meetings and training at the Regional Office to stay informed of the latest DSA processes and procedures for the functions of this position.

### **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.

### **DESIRABLE QUALIFICATIONS**

#### **SPECIAL PERSONAL CHARACTERISTICS**

- Dependable and good attendance record.

#### **ADDITIONAL QUALIFICATIONS**

- Intermediate personal computer skills including electronic mail, word processing, spreadsheet and routine database activity.
- Ability to communicate effectively with clients and employees at all levels both verbally and in writing.

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***INTERPERSONAL SKILLS***

- Ability to work independently as a team member.

**WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

- Dress appropriate for professional office environment.
- Ability to read and interpret documents such as state regulations, statutes and procedure manuals.
- Ability to add, subtracts, multiply and divides in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio and percent.
- Ability to interpret a variety of instructions furnished in written or oral form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to lift and move objects up to 35 lbs., such as project drawings and files.