

# DUTY STATEMENT



**CURRENT**  
 **PROPOSED**

CIVIL SERVICE CLASSIFICATION Student Assistant		WORKING TITLE Student Assistant		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME District Office	
ASSIGNED SPECIFIC LOCATION Riverside				POSITION NUMBER <b>400- 687-4870-903</b>
BARGAINING UNIT E	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

**General Statement**

Under the direct supervision of the Office Services Supervisor II (OSSII), the Student Assistant will learn a variety of clerical duties, general office procedures, time-management skills, prioritizing work, and will work with management and co-workers to support the office needs using the Electronic Adjudication Management System (EAMS).

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	Reviews incoming legal documents; prepares documents and files for scanning; scans into EAMS; makes copies of documents as requested. Processes misdirected and unidentified mail and returns remaining incorrect items to sender.
35%	Learns the general procedures of the Workers' Compensation Appeals Board District Office; assists PRA coordinator with less complex database management; contacts the public by telephone, email or in writing to clarify scope of requests for documents, redacts documents; works with Office Technicians on special projects.
20%	Research and update case information in EAMS; Opens, processes and distributes mail; File correspondence and documents; Pull paper files for use by the office staff; Mails out decisions and other correspondence. Monitor fax and e-mail correspondence; Shred previously scanned documents.
<a href="#">Click or tap here to enter text.</a>	<a href="#">Click or tap here to enter text.</a>
Percentage of Time Spent	Marginal Job Functions
5%	May act as receptionist which entails answering basic questions from the general public as well as transferring calls to appropriate staff. Participate in interoffice projects, meetings, trainings and drills.

**Conduct, Attendance, and Performance Expectations**

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The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

### Supervision Received

The Student Assistant reports directly to and receives the majority of assignments from the OSSII. However, assignments may come from the Presiding Workers' Compensation Judge (PWCJ), Office Services Supervisor III (OSSIII), Legal Support Supervisor II (LSSII) or the Legal Support Supervisor I (LSSI).

### Supervision Exercised

None

### Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

#### Work Environment

The Student Assistant works in an air conditioned office building with natural and artificial lighting as well temperature control. In addition, the Student Assistant works in a cubicle in close proximity to others. The position is required to work extensively on computers, scanners, shredders and/or copiers as necessary for processing work, drafting email communication, and other purposes.

#### Special Requirements/Other Information

The Student Assistant must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels within and outside of DIR and DWC. The incumbent must have the ability to communicate effectively orally and in writing, adapt to changes in priority of assignments, read, understand and follow oral and written instructions, have good computer skills with proficiency in Microsoft Office software.

#### Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner.

#### Additional Requirements/Expectations

The Student Assistant must have knowledge of or the ability to learn EAMS, specialized scanning software, legal concepts, terminology and technical legal terms. The incumbent is expected to maintain confidentiality at all times due to the access to sensitive information and the nature of the work performed. The incumbent must have the ability to follow the policies and procedures of DIR and DWC, work with staff at all levels, be dependable, and communicate effectively to complete

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work assignments.

## Personal Contacts

The Student Assistant will interact continuously with other staff members at all levels within DIR and DWC. The incumbent has occasional contact with members of the public including attorneys, injured workers', claims administrators and employers requesting information on cases contained in EAMS.

## Employee Acknowledgment

*I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Diversity and Inclusion Office.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Supervisor Acknowledgment

*I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.*

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## HUMAN RESOURCES OFFICE APPROVAL

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C&P Analyst Initials

\_\_\_\_\_  
Approval Date