

**DUTY STATEMENT  
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS**

<b>PART A</b>	
<b>Position No: 830-440-1139-001</b>	<b>Date:</b>
<b>Class: Office Technician (Typing)</b>	<b>Name:</b>
<p>Under the general direction of the Staff Services Manager II Human Resources Branch (HRB), and working in a team environment with Human Resources (HR) Staff, the Office Technician (Typing) performs sensitive, difficult, and responsible clerical duties with a high degree of independence, accuracy, and discretion. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Please note this position is not eligible for telework.</p>	
Percentage of time performing duties:	<b>ESSENTIAL FUNCTIONS</b>
25%	<p><b><u>Customer Service:</u></b> Greet and assist the general public and the California Department of Veterans Affairs (CalVet) employees who come to the counter. Answer general inquiries and direct employees to appropriate HR staff for assistance. Responsible for receipt of general inquiries from internal and external customers via phone or the HumanResourcesInfo e-mail, responding to inquiries, and forwarding inquiries to various areas in HRB for further response. Responsible for tracking and logging inquiries received and status. Maintain the telephone listing for California Department of Veterans Affairs (CalVet) headquarters and Homes HR staff and ensure the California Personnel Office Directory is updated.</p>
25%	<p><b><u>Mail Management:</u></b> Responsible for opening, date stamping, and sorting mail daily. Ensures mail is routed, scanned, and/or emailed to the applicable areas in the HRB. Prepare outgoing mail and ensure all outgoing mail is picked up daily. Pick-up and sign for HRB packages from the Office of Procurement and Contracts, collect mail from the Accounting area, and collect mail from the downstairs drop box. Hand deliver documents to various agencies and within headquarters as requested. Process priority mailing requests. Assist with mailing employee/candidate notifications.</p>
25%	<p><b><u>Office Operations:</u></b> Track, rotate, and order office supplies. Ensure the HRB fax, copiers, and printers have adequate amounts of paper. Maintain copiers and printers and complete service requests for equipment needing maintenance or repairs. Scan and file program documents. Prepare New Hire packets. Ensure there are always a minimum of 25 packets available for "New to State" hires and "transfer" hires. Responsible for creating new employees Official Personnel Files. Responsible for filing all documents for HQ CalVet employees into their OPFs. Responsible for other general filing and maintaining the file room. Maintain and file Service Requests and Information Technology Purchase Requests.</p>
10%	<p><b><u>Timekeeping:</u></b> Serve as the Attendance Clerk and perform monthly timekeeping duties for staff of the HRB. Track submitted and missing timesheets within Tempo and remind employees to submit their timesheets as necessary. Prepare and submit copies (both paper and/or electronic) of employee timesheets as requested.</p>
10%	<p><b><u>Other:</u></b> Compose, edit, and review correspondence and reports for program units. Ensure Merit Salary Adjustments are sent out to Managers/Supervisors monthly. Set up interviews; schedule interview appointments; prepare documentation for interview panel members; and type interview correspondence to selected and non-selected candidates. Responsible for creating and maintaining desk procedures for all tasks. Serves as back up for other support staff.</p>

<b>NON-ESSENTIAL FUNCTIONS</b>	
5%	Other related duties as assigned.
<b>OTHER</b>	
Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.	

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<b>PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS</b>					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
<b>VISION:</b> Review mail; prepare various forms, proofread documents; receive visitors.					X
<b>HEARING:</b> Answer telephone; receive and announce visitors; answer inquiries and provide verbal information.					X
<b>SPEAKING:</b> Communicate with staff and the public in person and via telephone; interact in meetings.					X
<b>WALKING:</b> Within the agency to various units.			X		
<b>SITTING:</b> Work station; meetings, training.					X
<b>STANDING:</b> Copy documents; distribute mail.			X		
<b>BALANCING:</b>		X			
<b>CONCENTRATING:</b> Review documentation for accuracy; complete forms; determine needs of callers and provide information; log mail and determine appropriate recipient.					X
<b>COMPREHENSION:</b> Understand needs of callers; understand policies and procedures.					X
<b>WORKING INDEPENDENTLY:</b> Must be able to work alone without much guidance or interaction from other staff at times.					X
<b>LIFTING UP TO 10 LBS:</b>					X
<b>LIFTING 10- 25 LBS:</b>		X			
<b>LIFTING 25-50 LBS:</b>		X			
<b>FINE MOTOR SKILLS:</b> Push telephone buttons, calculator keys, and computer keyboard.					X
<b>REACHING:</b> Answer telephone; use a mouse; retrieve documents from printer.				X	
<b>CARRYING:</b> Distribute mail; documents.		X			
<b>CLIMBING:</b> Stairs.		X			
<b>BENDING AT WAIST:</b> Use copier; access low file drawers.		X			
<b>KNEELING:</b> Access low file drawers.		X			
<b>PUSHING OR PULLING:</b> Open and close file drawers.		X			
<b>HANDLING:</b> Sort paperwork; distribute mail.			X		
<b>DRIVING:</b> Special events.		X			
<b>OPERATING EQUIPMENT:</b> Computer, telephone, copier, printer, fax machine.					X
<b>WORKING INDOORS:</b> Enclosed office environment					X
<b>WORKING OUTDOORS:</b>		X			
<b>WORKING IN CONFINED SPACE:</b> File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office).

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources signature \_\_\_\_\_ Date \_\_\_\_\_