



☐ CURRENT
☐ PROPOSED

DUTY STATEMENT

<small>CIVIL SERVICE CLASSIFICATION</small> Office Technician (Typing)		<small>WORKING TITLE</small> Clerical Support - Labor Commissioner's Office (LCO)	
<small>DIVISION/OFFICE/UNIT</small> Division of Labor Standards Enforcement (DLSE)/LCO		<small>SPECIFIC LOCATION ASSIGNED TO</small> Los Angeles	
<small>COLLECTIVE BARGAINING IDENTIFIER</small> R04		<small>WORK WEEK GROUP</small> 2	<small>CONFLICT OF INTEREST CLASSIFICATION?</small> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<small>FINGERPRINTS/BACKGROUND CHECK REQUIRED</small> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<small>BILINGUAL POSITION</small> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<small>POSITION NUMBER (Agency-Unit-Class-Serial)</small> 400-596-1139-316	

GENERAL STATEMENT

Under direction of the Deputy Labor Commissioner III (Senior Deputy), the Office Technician (Typing) performs a wide variety of the most difficult clerical duties for the Bureau of Field Enforcement (BOFE) program/Private Attorneys General Act (PAGA) program in order to support the labor code law enforcement functions of the program efficiently and effectively. The Office Technician performs processing and data entry of various documents, including claims, Public Records Act (PRA) requests, and reports.

Candidate must be able to perform the following essential functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
<u>%</u> 40%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <p>Performs data entry/docketing of claim referrals from the LCO programs such as Wage Claims Adjudication WCA and BOFE into the case management computer system by collecting and typing detailed information in order to initiate the judgment enforcement process. Using computer software and utilizing current office methods, types and prepares form letters, notices, correspondences, and other written documents for administrative staff and management's signature and issues such correspondence at the direction of the Senior Deputy or designee; proofreads, types, formats other written documents upon request by the Senior Deputy or designee to ensure accuracy and completeness. Performs data entry of inquiries received from claimants, workers, employers (e.g., correspondence, complaints) into case management computer system to ensure information is documented, accessible, and able to be addressed in a timely manner; ensures case statues in the case management system are updated by continuously tracking and entering updates, new details and notes; uploads documents into appropriate electronic case files.</p> <p>Prepares and files legal forms, ensuring the final filing package consists of the required original documents (such as the citation and the Notice of Findings issued by the LCO) and the required number of copies; obtains the required signatures of the lead investigator on all documents; and delivers the final package using the State's authorized courier services to the appropriate courts and other entities.</p>

% (Continued)	<u>ESSENTIAL JOB FUNCTIONS (Continued)</u>
20%	<p>Performs basic numerical computations (e.g., addition, subtraction, multiplication, division) using available tools (e.g., calculator, Excel spreadsheet with using a computer and keyboard) to type in, process, summarize, or verify data. Maintains a wide variety of office reports based on data and information collected from various sources at the direction of the Senior Deputy; verifies the accuracy of data or information and types into databases or reports using a computer and keyboard. Using a computer database, collects, types in, maintains, and processes records of attendance, vehicle mileage logs, and other relevant administrative reports and sends electronically to the appropriate personnel.</p> <p>Using computer software, assembles materials for meetings, presentations, distribution, or reference. Materials include, but are not limited to, case files, procedure manuals, and training handouts. Processes incoming and outgoing mail; ensures daily incoming mail is sorted and delivered to appropriate staff or units within the organization and outgoing mail is processed daily. Files all incoming correspondence and other documents in appropriate location; sorts, copies, scans, organizes, and prepares records for investigator and audit staff.</p>
15%	<p>Processes all PRA requests for the program by adhering to State laws governing PRA requests as well as the Division's PRA policies and procedures, including, but are not limited to, redacting, copying, and providing requested State records to members of the public, pursuant to the PRA requirements. Develops and maintains a case file archive system according to the Division's Records Retention Schedule and other protocols. Locates records upon request. May purge or coordinate with outside vendors to ensure proper disposal of records when appropriate.</p>
15%	<p>Assists customers in person, over the phone, and via e-mail on a daily basis. Answers the telephone, and provides information to callers, takes messages, schedules appointments, transfers calls. Greets visitors in the lobby. Assists with cashiering functions, including the processing and disbursement of payments to claimants. Upon request, attends meetings and trainings as required. Serves as the program's Attendance Reporting Officer to ensure proper onboarding and/or off-boarding of staff, including communication with the Department of Industrial Relations on attendance reporting and/or payroll matters as needed.</p> <p>Conducts inventories and processes supply orders on a routine basis in order to maintain adequate office supplies (e.g., general office supplies, paper, toners) and equipment in accordance with Division protocols. Operates a variety of office machines and equipment to complete assigned duties; coordinates vendor services and repairs on various office equipment when necessary.</p>

<p>%</p> <p>10%</p>	<p><u>MARGINAL JOB FUNCTIONS</u></p> <p>Performs Public Information Duty (PID) for the Division's public counter by telephone, direct contact or electronic mail by providing general information about regulations, policies, procedures, and programs within the Division. Directs the public to available resources online or otherwise provides informational materials to workers and employers. Responds to inquiries by the public regarding case status by communicating appropriate information available in Salesforce or communicating with respective team member to obtain status. Assists the public with completing various claim forms and provides information about local advocates that provide free legal services. Enters all claims received into Salesforce database. Performs other job-related duties, including takes messages, schedules appointments, transfers calls, and greets visitors.</p>
<p>CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS</p>	
<ul style="list-style-type: none"> - Work duties are expected to be performed productively and efficiently. - Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision. - Communication shall be clear, concise and timely with leadership, teammates, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve, and build trust. - Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership. - Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale. -A typing minimum of 40 wpm (words per minute) is required to complete essential tasks. -Exercises a high degree of initiative, independence, and originality in performing assigned tasks. 	
<p>SUPERVISION RECEIVED AND EXERCISED</p>	
<p>Supervision Received:</p> <p>The incumbent works under the direction of and receives the majority of assignments from the Deputy Labor Commissioner III. Some assignments may come from other DLSE management.</p> <p>Supervision Exercised:</p> <p>None.</p>	

WORK ENVIRONMENT, JOB REQUIREMENTS, PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable), AND PERSONAL CONTACTS:

Work Environment:

The duties of this position are performed primarily in a climate-controlled setting, which could be in a high-rise building. The incumbent will work in a cubicle or shared office under artificial lighting, utilizing computer screens and other basic office equipment; works in a fast-paced environment with constant changing priorities and deadlines.

Special Requirements/Other Information:

This position requires the incumbent to perform sustained typing of at least 40 words per minute (wpm).

Typing Certificate - 40 WPM issued within the last four (4) years and certified from a five (5) minute typing test.

Physical Abilities:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical or that of an office. Incumbent may encounter frequent interruptions throughout the work day. The employee is regularly required to communicate; frequently required to use repetitive hand motion, move within the office and transport up to 20 pounds.

Additional Requirements/Expectations:

Good judgment and the ability to communicate effectively is of primary importance at this level. The incumbent is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. Confidentiality and discretion are required due to the nature of the documents and information being handled.

Other Information

The incumbent must:

- adhere to the Division's policies and procedures
- maintain acceptable attendance and report to work on time
- evaluate situations accurately and take effective action
- complete assignments in a timely and efficient manner
- work in both a team environment and independently

Personal Contacts:

The incumbent will need to interact with groups of individuals from various socioeconomic and cultural backgrounds in an impartial, tactful, patient, and professional manner. These groups include, but are not limited to the following: low-wage workers, employers and their representatives, the general public, other governmental agencies and partners, and staff members from other units within the Division.

ACKNOWLEDGMENTS:

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

DATE	PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE
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I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

DATE	PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE
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HR APPROVAL DATE:	C&P ANALYST'S INITIALS:
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