

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Classification & Selection Administrative Coordinator		
PROGRAM NAME Office of Administrative Services		UNIT NAME Classification & Selection Branch		
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400- 107-1139-901	
BARGAINING UNIT R04	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general direction of the Staff Services Manager II, in the Human Resources Office's Classification & Selection (C&S) Branch, the Office Technician (OT) is responsible for providing day-to-day administrative, clerical, and office support related to the coordination of training and sensitive and personnel management projects for management in the C&S Branch. The incumbent serves as the first point of contact in assisting Department of Industrial Relations (DIR) employees with inquiries related to training enrollment and assisting managers and supervisors with general inquiries regarding C&S personnel matters. The incumbent's role is critical in maintaining the C&S Branch's confidential HR files, correspondence, and tracking spreadsheets to assist the C&S Branch with workload management. Duties include, but are not limited to the following:

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

Percentage of Time Spent	Duties Essential Job Functions
45%	Serves as clerical and administrative support for the Human Resources Office's C&S Branch; performs a variety of clerical duties, such as taking notes and creating minutes of meetings, records management, typing, editing, and formatting written documents including memorandums, letters, forms, reports, detailed graphs/charts, and correspondence; reviews documents for completeness and identifies whether any missing/supporting information is needed or required; makes appropriate contacts via email or telephone to professionally communicate the needed information and coordinates timely receipt of the information while observing and meeting timeframes associated with the documentation type. Reviews and routes incoming mail to appropriate team member or HR unit; picks up and delivers incoming and outgoing mail; screens and responds to emails and telephone calls from DIR employees and managers regarding various personnel-related inquiries and directs them to the appropriate staff or routes to management and provides clerical support to C&S staff as needed. Maintains and updates appropriate C&S related tracking systems, spreadsheets, reports, and recruitment files in compliance with department policies and procedures to track C&S workload and appropriate data collection for historical purposes. Assists management with recruitment activities such as initiating and submitting required RPA documents in Salesforce; assists with scheduling interviews by preparing and emailing interview correspondence and

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	<p>confirmations, tracking cancellations, scheduling meetings, and/or arranging conference rooms, and assisting with the creation of final hiring documents and packages. Collaborates with HR Administrative Unit to initiate requests for access (badge, shared drives, etc.) and equipment for new hires and separating employees. Establishes and maintain various personnel-related and technical files for the C&S Branch. Assists in compiling, copying, and assembling materials for both internal requests by management related to audits or public records act requests.</p>
<p>35%</p>	<p>Serves as the training liaison for training participants and responds to various training related questions (pre and post enrollment). Prepares, updates, and monitors C&S Training Calendar to ensure accuracy. Assists in all aspects of coordinating and scheduling departmental C&S related trainings by preparing and sending training availability announcements to all employees and provides necessary information about training sessions, collecting participant information, sending course confirmation link, and inputting participant information in appropriate tracking database for management. Provides clerical and technical support including assisting with the preparation of training documents for submission in training platform; assists C&S Training Analysts with delivery of training tools/resources to ensure participants obtain relevant materials needed during training courses. Coordinates logistics of training (i.e. in-person, virtual). Tracks and monitors participant completion and updates tracking database with dates; ensures completion of prerequisite trainings are completed, if applicable; assist with the end of training reconciliation tasks such as preparing certificates of completion and sending course evaluations for feedback. Monitors and reconciles information against DIR Learns database. Collaborates with and attends meetings with DIR Training Unit to receive training platform updates that may impact or delay the release of scheduled training sessions.</p>
<p>10%</p>	<p>Responsible for scheduling of meetings for C&S management and staff. Serves as C&S main point of contact for scheduling of conference rooms and preparing conference rooms for meetings or other events as needed. Assists with health and safety related activities in collaboration with Business Services Unit to ensure notifications are disseminated to all impacted staff. Provides assistance with the Human Resources Office's Reception Desk; answers and directs phone calls; greets customers and visitors or direct them to appropriate personnel for further assistance; organize and maintain documents and paperwork received at the front desk or route to the appropriate unit/staff; signs for packages and reach out to appropriate contact for proper storage of package(s).</p>
<p>5%</p>	<p>Collaborates and assists HR Administrative Unit to complete inventories and supply orders and restocks supplies as needed. Sorts, counts, retrieves, distributes, and orders supplies, forms, and other materials as directed. Maintains C&S Office Equipment spreadsheet to ensure accuracy, adding new equipment when assigned, tracks DIR blue tag number or serial number of the equipment, who it is assigned to, return of equipment and re-assignment new staff and collaborates with the HR Administrative Unit to reconcile information to ensure all</p>

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equipment and inventory is documented.

Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties or special assignments as assigned, including, but not limited to, maintaining copiers and facsimile machines; creating and maintaining spreadsheets for data tracking; and formatting letters, policies, and procedures. May perform additional duties including but not limited to with special projects, records maintenance, and scheduling. Performs other duties as required.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both 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 DIR policies and procedures.

The incumbent must act with independence in handling daily C&S functions. In addition, the incumbent must be able to respond to internal and external customer needs by providing excellent customer service. The incumbent should be skilled in conflict management and in dealing with difficult people, working independently, using good judgment, and maintaining confidentiality. The incumbent should demonstrate familiarity with computer programs such as Microsoft Excel, Word, Visio, PowerPoint, and Outlook. In addition, the incumbent should demonstrate the ability to adjust to changing priorities and resolve issues that do not have clear answers; research and interpret reference materials to complete tasks and to provide responses to all levels of staff. Finally, the incumbent must demonstrate the ability to work cooperatively with individuals within and outside DIR.

Supervision Received

The Office Technician reports directly to and receives the majority of assignments from the Staff Services Manager II, and may receive direction from the Staff Services Manager I; however direction and assignments may also come from the Chief of HR and other managers or supervisors.

Supervision Exercised

None.

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

Work Environment

The Office Technician works 40 hours per week in an office setting with elevator access and natural and artificial lighting. The incumbent is also assigned to work at a receptionist desk and must greet and escort visitors.

Special Requirements/Other Information

Typing Certificate – 40 WPM (words per minute) issued within the last four (4) years and certified

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from a five (5) minute typing test.

Physical Abilities

The incumbent must be able to remain in a stationary position for long periods of time. The ability to use a personal computer and telephone is essential. The position requires the ability to operate a facsimile machine, photocopier, and other office equipment.

Additional Requirements/Expectations

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation. Performs administrative duties including, but not limited to: adheres to Department policies, rules and procedures.

The incumbent is expected to take initiative, exercise excellent judgment, and independently perform the assigned tasks professionally and efficiently with a high level of accountability and confidentiality.

Personal Contacts

The incumbent has frequent contact with all levels of management throughout the department, DIR staff and representatives from other state agencies via in-person, telephone, in-person, and/or by email. Interactions will be informative, confidential, and sensitive information

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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MA

6/28/2024

C&P Analyst Initials

Approval Date