

DUTY STATEMENT

Employee Name:	Position Number: 580-130-1441-909
Classification: Office Assistant (General)	Tenure/Time Base: Permanent/Full-time
Working Title: Mailroom Clerk	Work Location: 1501 Capitol Avenue Sacramento, CA 95814
Collective Bargaining Unit: R04	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Administration/Program Support Division	Branch/Section/Unit: Operational Support Services/Business and Admin Support Services Section (BASS)

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to 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.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by providing mail distribution and support services to Programs within the CDPH.

The Office Assistant (General) performs general clerical duties within the mailroom setting, which require the ability to provide excellent customer service to Departmental staff regarding the Mail Distribution Service Center policy and procedures. The incumbent reviews, processes and delivers incoming and outgoing mail pieces and packages, operates mailing machines and research undeliverable, misdirected or inaccurately addressed mail.

The incumbent works under the general supervision of the Business Services Officer I (Supervisor).

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: 10%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other: Ability to transport, lift, move, or carry up to 30lbs. Possession of a valid California Class C driver's license and current Defensive Driver Certification is required to drive a vehicle on State business. In addition, authorization is required to access Department of Motor Vehicles driving record.

Essential Functions (including percentage of time)

- 35% Reviews all outgoing letters/flats for Inter-Departmental, United States Postal Service (USPS) and courier mail for conformity to shipment standards and policies; sorts various classes of incoming or outgoing USPS mail, packages from various couriers/carriers, and inter-agency or intra-agency envelopes according to the CDPH Mail Distribution Service Center Handbook.
- 35% Operates postage meter machines to seal, properly endorse and place proper postage on outgoing letter and/or package mail destined for the USPS and in accordance with USPS regulations; operates folder/insert machine when needed for large Program projects; and answer phones using extraordinary customer service to assist internal customers with questions regarding the Mail Distribution Service Center policy and procedures.
- 15% Researches undeliverable, misdirected or inaccurately addressed mail by utilizing the Outlook global address book, the CDPH employee roster, or by examining non-personal/confidential mail piece contents.
- 10% Collects and delivers mail and packages between the USPS and various CDPH locations.

Marginal Functions (including percentage of time)

- 5% Serves as the backup to assist in the processing and tracking of incoming accountable items. Performs other work-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: AV
Date: 9/2024