

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

 Current Proposed

RPA NUMBER 28123	DGS OFFICE or CLIENT AGENCY Division of the State Architect	
UNIT NAME Project Services Unit	REPORTING LOCATION 1515 Clay Street, Suite 1201 Oakland, CA 94612	
SCHEDULE (DAYS / HOURS) Monday through Friday / 8 a.m. - 5 p.m.	POSITION NUMBER 718-155-9928-004	CBID R04
CLASS TITLE Program Technician II	WORKING TITLE Program Technician II - Telework Option	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general supervision of the Supervising Architect, the position is responsible for reviewing, verifying, maintaining, and processing construction project files for certification using DSA project certification procedures and following the Division of State Architect (DSA) Project Submittal guidelines and the California Code of Regulations (CCR), Title 24 guidelines. Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Maintains project files by verifying and entering information into eTracker database, files project-related documents, responding to client inquiries, utilizing eTracker Database, DSA Box, Navigator, Certification database, Reference Manual, telephone, fax, U.S. Mail, and personal computer in order to update project files and comply with requirements for Project Certification to ensure accuracy and accordance with DSA procedures.
25%	Reviews project files by verifying receipt of all required documentation and gaining authorization from the District Structural Engineer in order to fully carry out closing out projects with or without certification by utilizing the Documents Required List for Project Certification to ensure project completion in accordance with DSA policies.
15%	Reconciles project closures by reviewing electronic and paper files and resolving issues with invoice documents and project fees due from clients by utilizing the project fee calculator and the certification database in order to issue accurate invoices for services performed by DSA to ensure excellent customer service, timely payments, project certification in accordance with DSA policies and procedures. After certification, scans relevant documents.
10%	Prepares correspondences to clients and stakeholders by gathering and maintaining information and responding to routine technical and non-technical inquiries in order to provide assistance,

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	certification information documentation are complete and free from clerical errors by utilizing the DGS Correspondence Guide and DSA policies to ensure communications and documentation are complete, accurate and in the correct format.
10%	Provides internal certification information to DSA Programs and/or direction to the public and clients by collaborating with other DSA units and offices, utilizing knowledge of DSA programs, Project Certification guidelines and Title 24 Regulations in order to provide consistent responses to ensure excellent customer service to all stakeholders.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Assists in the coverage of the Front Reception area of the office by answering the telephone, taking messages, greeting and directing visitors, serving as a backup mail room clerk, and redirecting inquiries and mail to the appropriate staff in order to provide constant coverage at the public reception counter to ensure adherence to the Project Service Unit's policies and procedures.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Professional office environment.

Daily use of personal computer and a variety of office software applications including Microsoft.

Frequent use of office equipment such as copiers, scanners, fax machines and telephone.

Essential functions include the requirement to work in the office for a minimum of three (3) days per week up to a maximum of five (5) days per week depending on operational needs.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED