

**Department of Consumer Affairs**

**Position Duty Statement**

HR-041 (new 7/2015)

<b>Classification Title</b> Office Technician (Typing)	<b>Board/Bureau/Division</b> Cemetery and Funeral Bureau
<b>Working Title</b> Program Support Technician	<b>Office/Unit /Section / Geographic Location</b> Administrative Support Unit / Sacramento
<b>Position Number</b> 619-120-1139-001	<b>Name and Effective Date</b>

**General Statement:**

Under the general direction of the Cemetery and Funeral Bureau (CFB) Program Operations Manager (Staff Services Manager I (SSMI)), within the CFB Operations Unit under the Administrative Support Unit, the Office Technician Typing (OT (T)) is responsible for performing a wide variety of duties, which require a high level of initiative, independence, and thoroughness. Duties include, but are not limited to, the following:

**A. Specific Assignments [w/Essential (E) and Marginal (M) Functions]**

**75% (E) Technical Support Duties and Customer Service**

Respond to telephone, email, mail and fax inquiries from CFB stakeholders (i.e. consumers, applicants, licensees, etc.) regarding general and technical questions via telephone and CFBs main email inbox. Types written responses to mail or email to stakeholders. As needed, refer more complex inquiries to an analyst or manager for response. Responds to stakeholders at the front counter and when necessary, contacts the appropriate staff to come to assist the individual. (20%)

Opens, date stamps, and sorts daily incoming correspondence mail into CFB staff inboxes. Reviews contents of all envelopes, ensuring all items have been removed. Follows detailed internal cashiering process to ensure monies sent to Central Cashiering Unit are accurately documented and payments sent timely. Performs quality assurance measures to ensure all payments were accurately applied to Consumer Affairs System (CAS) licensee accounts. (20%)

Uses a personal computer to access the CAS database, and provide information related to CFB licensees by typing in codes to access license status, date of licensure, address, license number, and existence of a disciplinary action. Key address changes into the CAS database. Reviews licensee addresses on file for mailed publications deemed "Undeliverable" from the U.S. Postal Office; completes and/or prepares letters for deficiency of address change information to licensees. (20%)

Perform quality assurance measures to ensure source documents (i.e. licensing applications, inspections, etc.) sent to electronic imaging (File360) were fully and accurately preserved through the File360 process in accordance with Government Code section 12276(a) and the State Administrative Manual, Chapter 5310.6. Monitors the outgoing completed File360 batches and delivers batches to the Records Imaging

Unit. Prepares daily outgoing mail. (15%)

**15% (E) Administrative Support**

Reviews the purchasing needs of staff to determine if items are in supply cabinet prior to supply requests being given to Business Services Analyst. Assist in awarding bids to select the most cost-effective items. Maintains tracking system to monitor all purchase requests/orders. Keep supply cabinet orderly and stocked.

Ensure communal print/copy machines are filled with paper and change out toner when needed. Monitor supply levels and inform analyst when supplies are needed. Schedule meetings, manage calendar, work on special projects as needed.

Sends monthly notification to managers regarding State Controller's Office dock cut-off and prepares dock reports for transmittal to the personnel specialist. Maintain tickler files that identify due dates for staff probation reports, individual development plans, merit salary adjustments, and range changes. Assists the Personnel Liaison with employment applications, conducts reference checks, reconciles leave balances and STD. 634 Absence and Additional Time Worked Report.

**10% (M) Support**

Maintains card key control and modular desk key control logs. Ensures every office and work area has locked files for storage of confidential or sensitive stakeholder information. Processes and maintains signature authorization cards. Provides assistance to CFB staff and management as needed.

**B. Supervision Received**

The OT (T) receives supervision from the Program Operations Manager over the CFB Operations Unit but may receive direction from other CFB management including the Bureau Chief.

**C. Supervision Exercised**

None

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The OT (T) has frequent contact with the Department of Consumer Affairs (DCA) Administrative Division Staff (i.e. Office of Information Services, Human Resources, Business Services Office, etc.), vendors, CFB staff, CFB management, consumers, applicants, licensees and industry stakeholders.

**F. Actions and Consequences**

Failure to exercise good judgment in responding to requests for information and handling sensitive and confidential issues could result in information being released to unauthorized persons in violation of the Government Code. Failure to perform and maintain effective business service practices would result in the disruption of the day-to-day office operations. Staff would be unable to acquire the equipment and office

supplies needed to enable them to accomplish their respective duties leading to a breakdown in administrative and program functions throughout the CFB.

**G. Functional Requirements**

No specific physical requirements are present: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

The incumbent must be able to type at least 40 words per minute.

**H. Other Information**

The incumbent must possess good oral and written communication skills, use good judgment in decision making, manage time and resources effectively, be able to work efficiently and cooperatively with others in a team setting or independently. The incumbent must be able to work under changing priorities and deadlines. This position may have access to confidential or sensitive information related to consumers of the CFB services and/or employees of the CFB. The individual occupying this position is expected to maintain the privacy and confidentiality of such information at all times.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**I have read and understand the duties listed above and I can perform these duties 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 Health and Safety analyst.)

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Employee Signature

Date

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Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

Date

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Printed Name