

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position number</b>
	Office Technician (Typing)	326-278-1139-
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Position #</b>
Enforcement/Elk Grove Employment		

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Under the general supervision of the District Administrator, the incumbent is responsible for performing a variety of clerical functions for the District Office. The incumbent must be able to effectively and efficiently manage the constant clerical processing of case files and a very heavy, repetitive workload. Duties include, but are not limited, to the following:

**Description of Essential Functions:**

- 40% Oversees, organizes and fully participates in the steady clerical processing of case files for intake, service, amendment, and closure of those files, including entering information into the Department's computerized Case Management System. Processes outgoing mail.
- 20% Types memoranda and correspondence, orders forms, processes personnel-related paperwork and other documents, including some confidential materials. Reviews letters and subpoenas requesting copies of case files and adheres to all Departmental procedures regarding compliance and disclosure.
- 10% Routes forms, letters, and other written materials received from complainants, respondents, legal representatives, et. al., and takes accurate telephone messages. Processes all work and completes all tasks accurately and quickly.
- 10% Responds to routine calls, callbacks and email interactions from the public by providing information about the Departmental services as they relate to the caller's civil rights. Gathers information from the general public and makes the appropriate referrals to other state agencies. Provides general information including the status of requests for the public using a telephone, headset, computer (monitor and keyboard), and mouse to access the Case Management System and the Communication Center software.
- 10% Types and assists District Administrator with the preparation of reports such as monthly and semi-annual audit reports.

### **Marginal Functions:**

- 5% Monitors and orders/replenishes office supplies, arranges for repairs and/or cleaning. Reconciles intake statistics and authorizes postage. Maintains and updates case files and binders. Completes other projects and performs additional duties, as assigned.
- 5% Provides functional guidance through training and assisting less experienced staff members.

### **Knowledge, Skill and Abilities:**

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Abilities to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling, communicate effectively, provide functional guidance.

### **DESIRABLE QUALIFICATIONS:**

- Good oral communication skills: Active listener able to give full attention to callers and to convey information clearly and effectively.
- Dependable, reliable and responsible, good attendance
- Able to maintain composure and diffuse disgruntled complainants.
- Ability to take written and oral instruction.
- Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.
- Ability to manage multiple incoming calls, committed to provide exceptional customer service to all persons including giving accurate and detailed department processing steps, excellent knowledge of clerical procedures including scanning, photocopying, and processing mail, able to handle difficult situations and persons tactfully, exceptional knowledge of computers and relevant software applications.
- Ability to operate a computer and knowledge of Excel and Word software programs.

### **SPECIAL CHARACTERISTICS:**

- Sensitive to people, empathetic, patient, polite and respectful

**Work Environment, Physical or Mental Abilities:**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires daily use of a telephone, computer, mouse, keyboard and related software applications at a workstation for 6.5 to 7 hours per day.
- Requires working in an open cubicle in close proximity to co-workers.
- Work under artificial lighting only.
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day.
- Requires ability to effectively handle stress.

**Supervision Received:**

The Office Technician (T) works with some independence, receiving general supervision from the District Administrator and/or Consultant III (Supervisor), and may receive direction from Consultants regarding the clerical processing of cases being investigated.

**Supervision Exercised:**

This position has no direct supervisory functions, but may provide functional guidance by training and assisting less experienced employees.

**Personal Contacts**

The Office Technician (T) has daily contact with Departmental management and staff, complainants, respondents, representatives of complainants and respondents, members of the public and employees of other governmental agencies/departments.

**Actions and Consequences**

The Office Technician (T) must adhere to all applicable laws, rules, policies and procedures, including but not limited to the Department's Enforcement Division Directives, Clerical Manual, and directions from Departmental management personnel. A failure to process work promptly and accurately could result in the rights of complainants and/or respondents, as set forth in the Fair Employment and Housing Act, being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights.

**Certification of the Employee**

I have read and understand the duties as described above.

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Employee's Signature

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Date

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Supervisor's Signature

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Date