

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY**INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

015

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Disaster Medical Services	3. CLASS TITLE Office Technician (T)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. -- Flexible	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-700-1139-004

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.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under general direction of the Health Program Manager II, in the Disaster Medical Services (DMS) Division, the Office Technician (T) exercises a high degree of initiative, independence and originality in performing assigned tasks. Must be able to work under the pressure of deadlines and changing priorities independently.

9. Percentage of time performing duties 35%	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
	<p>ESSENTIAL FUNCTIONS</p> <p>The incumbent shall provide clerical support for division staff as directed by the manager. The incumbent will use tact and diplomacy when dealing with the concerns and/or sensitive material of staff, the public and representatives of other State agencies and be accountable for customer satisfaction. Must meet established timelines utilizing the knowledge and application of regulations, policies and procedures. Will initiate or recommend changes that promote innovative solutions to meet customer needs. The EMSA, S.A.M., CalHR, and DGS policies and procedures will be referenced daily to ensure State of California regulations are met. Duties are performed using Microsoft Office software (Word, Excel, Outlook, PowerPoint, and Access). Duties shall include, but not be limited to the following:</p> <p>In order to effectively communicate the DMS Division's mission and goals, the Office Technician (OT) shall:</p> <ul style="list-style-type: none"> Independently compose written documents i.e., detailed and sensitive correspondence including reports, memorandums, regulations, graphs, slides and other visual aids to assist division staff in meetings with our response partners and management. Review, analyze and interpret correspondence and take appropriate action by responding or directing to appropriate staff. Maintain confidentiality and propriety when handling sensitive material. Research shared hard drive, internet and submitted work to gather and compile information necessary for staff.

11. SUPERVISOR'S STATEMENT: **I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

12.EMPLOYEE'S STATEMENT: **I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------

Essential Functions (cont.)

25%

- Proofread and edit material to ensure documents are free of typographical errors including grammatical, punctuation, and spelling errors and is ready for appropriate staff.

In order to provide clerical support for the Division manager and staff, exercising a high degree of initiative and independent judgment, the OT performs support functions for the division. OT will:

- Create concise written meeting minutes and/or summaries from meetings. Consults with appropriate staff to ensure adequate documentation and any corrections needed has occurred. Types and distributes electronic and/or hard copy for management and meeting attendees.
- Answers a variety of inquiries, gathers, analyzes and provides information to the public, other governmental employees or staff regarding disaster related questions or concerns, exercises, meetings and/or workshops. Complete related research in order to provide updated and detailed information to constituents.
- Initiate, review, and complete supply orders for division utilizing inventories of current supplies and office equipment, supply catalogues, inventory logs, appropriate forms and consulting with procurement staff. Maintain spreadsheets to ensure adequate supplies are kept and over expenditures are not incurred. Complete special orders i.e., equipment, unique office supplies when requested.
- Coordinate and schedule conference calls for in-house and outside participants and arrange meeting rooms as directed by staff using established procedures utilizing Outlook.
- Maintain division staff calendars via Outlook utilizing data provided by staff.
- Collect and update information in the DMS Contacts database by typing the contacts information when notified by staff or outside partners.
- Track and maintain division filing system and records retention program in accordance with established guidelines. Purge outdated materials, maintain orderly files, and maximize filing space utilizing office procedures, shredder, recycling system etc. as outlined in the Records Retention Schedule by filing documents and preparing new file folders. Purge documents no longer needed as established by the records retention schedule.
- Type and distribute the EMSA Duty Officer call down list and save copies in the appropriate files. Schedule and invite EMSA Duty Officers in the DMS shared Outlook Calendar.
- Create files to track projects, time sheets, DMS history, purchases and reports.

25%

In order to ensure that the DMS Division constituent mailing lists are up-to-date and the EMSA Vehicle Fleet data is provided to DGS:

- Verify and update constituent contact information and maintain database/spreadsheet tracking system for DMS contracts using Microsoft Excel and Access.
- Make recommendations for improvements to database and tracking systems.
- Collect data monthly for FAMS reporting from Disaster Medical Support Unit (DMSU) participants from throughout the State while maintaining a current contact list.
- Maintain effective communication and correspondence with agencies housing the DMSUs.
- Input data into the Fleet and Assets Management System (FAMS) on a monthly basis.
- Prepare fleet reports as requested.

10%

In order to ensure timely arrangements are made for travel and the processing of Travel Advances and Travel Expense Claims (TECs) with prompt and accurate payment the incumbent in accordance with EMS Authority policies and procedures, SAM and DGS payment and records management procedures, using Microsoft Excel and Word software:

- Make travel arrangements and prepare and/or audit travel claims independently by checking for mathematical accuracy and allowable costs for staff and committee members.

5%

MARGINAL FUNCTIONS (cont)

To ensure a quality printed product, functionally maintain copier, calculator, printer, computer, and fax machines by replacing paper and cartridges and toner materials as required following manufacturer instructions.

- Arrange for maintenance or repair as needed for Division office equipment by working with fiscal/admin staff to schedule an appointment.

Performs backup receptionist duties in order to ensure that the reception counter is staffed at all times during specified hours by providing informative assistance to all callers and visitors by complying with security procedures in accordance with office policy and guidelines. And other duties as required.

KNOWLEDGE AND ABILITIES

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

Ability 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 and 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.

SPECIAL REQUIREMENT

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

SPECIAL PERSONAL REQUIREMENTS

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

DESIRABLE QUALIFICATIONS

- Handle sensitive and confidential assignments with tact and diplomacy.
- A demonstrated interest in assuming increasing responsibility; mature judgment; loyalty; poise; tact; and discretion.
- Work effectively, both independently and as a team member.
- Positive attitude.
- Extensive knowledge in Microsoft Office, Word, Excel and Access.
- Dependability and excellent attendance record.
- Excellent organizational skills.
- Excellent telephone techniques and customer services skills.
- Ability to be flexible and re-prioritize assignments as directed.

INTERPERSONAL SKILLS

Ability to exercise a high degree of initiative, independence, and originality

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government
- Ability to efficiently use a computer.