

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-

15-012

EFFECTIVE DATE:

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

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 the direction of the Assistant Division Chief (SSM I), EMS Systems Division, the Office Technician (Typing) (OT T) performs a variety of the most difficult clerical duties, with a high degree of independence and initiative, to support Division management and staff. In addition to providing general clerical support, the OT will also support planning activities associated with the Emergency Medical Services for Children Annual Educational Forum, the Health Information Exchange Annual Summit and other events.

This position requires the OT (T) to maintain consistent and regular attendance; communicate effectively with co-workers; develop and maintain knowledge and skill related to specific tasks, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

9. Percentage of time performing duties	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. <i>(Use additional sheet if necessary)</i>
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ESSENTIAL FUNCTIONS

30%

- Serve as clerical support for the Division.
- Independently compose, edit, proofread, and type written documents to ensure correct grammar, spelling, punctuation, and consistency with the Department's format, style, and correspondence guidelines.
- Track progress of letters and assignments through the review, signature, and mailing out processes.
- Schedule meetings, and reserve meeting rooms.
- Open, sort, date stamp, and distribute incoming mail
- Perform mail merges using Microsoft Word and Excel.
- Send standard, overnight, interoffice, and certified mail.
- Use initiative and judgment to review and prioritize correspondence and determine disposition and routing.
- Order office supplies; prepare order justifications and prepare purchase orders for management approval; prepare purchasing documents.
- Receive incoming supplies; ensure completeness and correctness of order; notify staff of supply orders.
- Convert existing standards and guidelines to the current EMSA format and coordinate the posting on the Department's website.
- Make photocopies, scan documents, file, and perform other general clerical tasks.
- Maintain common areas such as those near printers to ensure areas are neat and stocked with supplies as needed.

30%	<ul style="list-style-type: none"> • Establish and maintain office filing systems. • Establish and maintain tracking system for all work within the Division; monitor due dates. • Maintain rosters with contact information for local EMS agencies, and other business partners, and stakeholders. • Maintain lists of public commenters for notification of rulemaking activities. • Serve as records retention coordinator for the Division; ensure Division files comply with state records management practices and retention requirements. • Maintain and update records retention inventory and schedule. • Maintain electronic filing of documents on the EMS shared drive • Develop and maintain procedures manual for Division processes and desk manual for clerical functions. • Work with Division managers, as needed, to develop and improve existing office procedures and work flows. • Provide courteous and informative assistance to all visitors in compliance with security and office procedures.
25%	<ul style="list-style-type: none"> • Assist with planning and implementing annual events. • Attend planning meetings. • Make travel arrangements • Print, copy, and assemble program booklets and handouts. • Assist with registration of attendees, vendors, and speakers. • Obtain signed vendor agreements. • Order necessary supplies and mail to venue in advance of event.
10%	<ul style="list-style-type: none"> • Reserve hotel rooms, rental cars, and airline flights. • Prepare and process travel claims and advances. • Ensure travel claims are correct and in accordance with state travel requirements and Department travel policies.
5%	<p>MARGINAL FUNCTIONS</p> <p>In the absence of the regular courier, perform department courier/messenger services on an as needed basis, as directed by manager, in order to pick up and deliver critical documents to/from state agencies and vendors.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.</p> <p>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.</p>

DESIRABLE QUALIFICATIONS

- Excellent attendance.
- Exercise a high degree of judgment, originality, and initiative.
- Well organized, creative, and attention to detail
- Ability to learn new skills and procedures with ease.
- Quick and efficient follow-through on tasks.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office
- Present self professionally
- 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 consistently exercise good judgment and effective communication skills
- Ability to use a computer

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.

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

SUPERVISOR'S NAME (Print)
Teri Harness

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