

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 supervision of the Health Program Manager II, in the Disaster Medical Services Division, the Office Technician (T) exercises a high degree of initiative, independence and must be able to work under the pressure of deadlines and changing priorities.

9. Percentage of time performing duties 30%	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 staff and committee members as directed by the manager and established timelines, and promote and be accountable for customer satisfaction and quality service and will initiate or recommend changes that promote innovative solutions to meet customer needs. All work to be accomplished in accordance with S.A.M. requirements, and departmental policies and procedures, performs the duties of this position using Microsoft Office software (Word, Excel, Outlook, and PowerPoint) and Access. Duties shall include, but not be limited to:</p> <p>In order to provide clerical support for the Division manager and staff, the OT performs support functions for staff and committees that may include:</p> <ul style="list-style-type: none"> Answers a multi-line telephone system and transfers callers to appropriate staff, takes messages and applies excellent customer service skills. Maintains staff and committee calendars via Outlook utilizing information provided by staff and/or committee members. Schedules in-house meetings utilizing Outlook.

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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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
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ESSENTIAL FUNCTIONS (cont.)

- Schedules meetings, in-house, outside the office, arranges meeting rooms, and notifies participants.
- Schedules conference calls, as directed by staff using established procedures.
- Retrieves and distributes mail/packages to staff as addressed to ensure proper and timely delivery on a daily basis.
- Takes written meeting minutes, types and distributes and electronic and/or hard copy for management and meeting attendees.
- Maintains and types orders for division office supplies and completes special orders when requested by staff by using appropriate forms and consulting with procurement staff.
- Updates information in the DMS Contacts database by typing the contacts information when notified by staff.
- Maintains Division filing system and records retention program by filing documents, preparing new file folders, and/or purging documents as directed by staff or the established records retention schedule.
- Types and distributes the EMSA Duty Officer call down list and save copies in the appropriate files.
- Answers customers service calls regarding Disaster Medical Services projects
- Inputs data into the Fleet and Assets Management System (FAMS) on a monthly basis.
- Collect data for FAMS reporting from Disaster Medical Support Unit (DMSU) participants.

30%

In order to effectively communicate program, department and other information, using Microsoft Word software, in accordance with office procedures for written communications by providing clerical support and typing for the Division staff.

- Types detailed and sensitive correspondence, including reports, memorandums, regulations, graphs, slides and other visual aids by using a variety of software to assist unit staff in meeting and conferences.
- Proofreads finished documents by correcting misspelled words, punctuation and grammatical errors as necessary in order to facilitate workflow and ensure documents are grammatically correct and conform to office policy and procedures.

20%

In order to ensure that the DMS Division constituent mailing lists are up-to-date and accurate:

- Types information into and verifies database entries using Microsoft Access.
- Maintains database/spreadsheet tracking system for DMS contracts using Microsoft Excel and Access.
- Makes recommendations for improvements to database and tracking systems.

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:

- Makes travel arrangements and prepares and/or audits travel claims by checking for mathematical accuracy and allowable costs for staff and committee members.

5%

MARGINAL FUNCTIONS

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

5%

MARGINAL FUNCTIONS (cont.)

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.

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 use a computer