

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

Employee Name	Classification Name Office Technician (Typing)	Position number 326-253-1139-
Division/Unit Enforcement/L A District Office	Date	Prior Position #(If applicable)

SUMMARY OF RESPONSIBILITIES

Under direction of the District Administrator, Regional Administrator or lead, the Office Technician serves as the initial point of contact for the Department using the Department's Communication Center software and if applicable, at the district office. The incumbent screens inquiries, assists the general public submit requests using the Department's Case Management System and provides sensitive and detailed program information to complainants, respondents, attorneys the general public and other interested parties on Civil Rights pursuant to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act and the Disabled Persons Act.

Essential Functions:

35% Responds to a high volume of 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.

35% Submits requests for public records and complaints for the general public using the Case Management System. Enters data provided by callers into prescribed fields while concurrently interacting with the complainant using a telephone, headset, computer (monitor and keyboard), and mouse to access the Case Management System and the Communication Center software.

10% Mail out brochures, complaint forms and other department information as requested from the public or staff. Use a printer, copy machine, computer (monitor and keyboard), and mouse to augment supplies of brochures and other forms requested by the public. Process incoming mail by opening, sorting and routing documents including returned mail. Process outgoing mail using postage meter and if applicable, delivers to the nearest post office. Process incoming electronic faxes by opening, sorting, saving and routing emails, generate and print case related templates using Microsoft Outlook, a computer (monitor and keyboard), and mouse.

10% Assist with other data entry reconciliation projects and other duties assigned.

Marginal Functions:

10% Provides clerical support and receptionist duties to designated District Office.

Knowledge, Skill and Abilities:

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

Revised August 2015

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:

- Sensitive to people, empathetic, patient, polite and respectful.
- Dependable, reliable and responsible, good attendance.
- 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.
- 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 speak a second language (bilingual) or American Sign Language preferred.

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 works with some independence, receiving direct supervision from the District Administrator and may receive direction from other Regional Administrators, Communication Center Supervisor and the Chief of Enforcement.

Administrative Responsibility:

Adhere to the laws, rules, policies and procedures as outlined in the Department's Directives, all previous memos that are still operative regarding the Communication Center and any other directions given by the Administrators, Supervisor and/or Deputy Directors.

Revised August 2015

Actions and Consequences:

Failure to process the work quickly and accurately could result in the public's rights under the FEHA being harmed. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons. Failure to make proper decisions regarding persons wanting to file a discrimination complaint could result in a person not being able to file such a complaint and being disenfranchised.

Certification of Employee:

I have read and understand the duties as described above and I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Signature of Incumbent

Date

Supervisor's Signature

Date