

STATE BOARD OF EQUALIZATION DUTY STATEMENT

CIVIL SERVICE CLASSIFICATION Office Technician (Typing)		WORKING TITLE Receptionist	
UNIT/DISTRICT/LOCATION Training and Employee Development Section/Sacramento		POSITION NUMBER 290-332-1139-001	
SEERA DESIGNATION	BARGAINING UNIT R04	WORK WEEK GROUP	CERTIFICATES REQUIRED
FINGERPRINTS REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		SUPERVISION EXERCISED None	

Job Requirements

Knowledge of:

- Structure/organization of the Board of Equalization
- Department administrative policies and procedures
- Microsoft desktop application programs
- Telephone etiquette
- Modern office methods, supplies, and equipment, including routine maintenance and troubleshooting of photocopiers and printers
- Business English and correspondence
- Training Office operations, rules, policies, and procedures
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Ability to:

- Perform difficult clerical work, including ability to spell correctly and make arithmetical computations
- Exercise a high degree of initiative, independence, and originality in performing assigned tasks
- Perform work in a timely, efficient manner
- Work under pressure, prioritize work, meet constant deadlines, and be flexible and willing to adjust to changing assignments and priorities
- Evaluate situations accurately and take effective action
- Interact with departmental employees and the public in a professional manner, and provide accurate information on training matters
- Communicate effectively with all levels of staff
- Prepare correspondence, including email, utilizing a wide knowledge of vocabulary, grammar, and spelling
- Maintain confidentiality of information and records
- Create and maintain positive working relationships
- Apply office rules, policies, and procedures
- Follow oral and written directions
- Use standard office equipment (i.e., personal computer, photocopy machine, fax machine, printers)

Desirable Qualifications

- A demonstrated interest in assuming increasing responsibility
- A strong knowledge of computer fundamentals

Statement of Position

Under the general direction of the Staff Services Manager I, the Office Technician (Typist) performs a variety of the most difficult clerical duties and is expected to consistently exercise a high degree of initiative, independence, and originality in performing assigned tasks. The Office Technician (T) serves as the receptionist for the unit; provides information assistance and support to a multi-disciplined team of analysts and training officers. Duties include clerical functions such as answering general phone line for the section; serving as receptionist; maintaining supplies and equipment; handling distributing mail; filing; sorting; records management and communication with all levels of management and staff.

PERCENTAGE OF TIME SPENT	DUTIES
45%	Prepares training materials (e.g., properly formatted Instructor Manuals, student handouts, and any other related material) for classes at the Training offices; prepares and mails training materials to District Offices. Works within the Learning Management System to generate sign in sheets and monitor enrollments for upcoming classes; works with Manager to determine classes with low enrollments and possible marketing ideas to increase registrations; distributes visitor badges and maintains log sheet to reconcile these badges as needed; sets up training rooms according to prescribed configuration of trainer and returns rooms to appropriate configuration at conclusion of class; handles the lending library of videos, books and audio books.
25%	Independently reviews and distributes incoming mail. Organizes and maintains office files and reference materials; monitors bulletin board, posts notices, announcements, and informational bulletins; prepares memos, letters, reports, and email for supervisory review and approval; ensures that office and training supplies are adequately stocked, including paper, toner for copiers.
25%	Acts as receptionist for the Training Section; greets and/or assists visitors; receives and screens telephone calls; directs visitors to appropriate training rooms; reserves meeting rooms, notifies participants; supports visitors in the use of standard training room equipment.
5%	Performs other duties as required or requested.

I have read this duty statement and fully understand my assigned duties.

EMPLOYEE'S SIGNATURE

DATE

I have reviewed these duties with the above named employee.

SUPERVISOR'S SIGNATURE

DATE