

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

Employee Name	Classification Name	Position number
Vacant	Office Technician (Typing)	326-278-1139-001
Division/Unit	Date	Prior Position # (If applicable)
Enforcement/Elk Grove Housing	09/25/18	

SUMMARY OF RESPONSIBILITIES

Under direction of the Assistant Deputy Director, District Administrator, or lead, the Office Technician (OT) (Typing) performs a wide variety of duties relating to the work in the Housing Unit; schedules intake interview appointments, conducts data entry into the Department's and U. S. Housing and Urban Development's (HUD) case management systems (Houdini/HEMS); pursuant to the Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act and the Disabled Persons Act. The incumbent 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 in submitting 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% Accurately utilizes the Department's and HUD's case management system to enter relevant case data on behalf of the investigators. Learns laws, policies and procedures relating to Housing case processing. 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% Analyze information and evidence for housing cases. Assist housing staff with conducting witness interviews. Operate the Department's case management system to generate letters and mail these letters to members of the public. Submits requests for the general public using the Case Management System including requests for public records and complaints. 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% Assist Housing staff with scheduling intake appointments. 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 Housing staff with case processing duties; assist with housing investigations; generates and mails computer generated letters, and operates varied equipment such as computer, keyboard, telephone, fax machine, copier and printer; and perform related work as required. Assist with other data entry reconciliation projects and other duties assigned.

Marginal Functions:

10% Provide 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.

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:

- Good oral communication skills: Active listener able to give full attention to callers and to convey information clearly and effectively
- Sensitive to people, empathetic, patient, polite and respectful
- Dependable, reliable and responsible, good attendance
- Able to maintain composure and diffuse disgruntled complainants
- 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 to all persons including giving accurate and detailed department processing steps, 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 operate a computer and knowledge of Excel and Word software programs

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 with or without a reasonable accommodation.

- 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 (Typing) works with some independence, receiving direct supervision from the District Administrator and may receive direction from other Regional Administrators, Communication Center Supervisor and the Deputy Director 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.

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.

Employee's Signature

Date

Supervisor's Signature

Date