

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 7/2015)

Classification Title Office Assistant (General)	Board/Bureau/Division Contractors State License Board (CSLB) Administration Division
Working Title	Office/Unit /Section/Geographic Location Business/Support Services Mailroom/Cashiers/IWAS Sacramento
Position Number 622-111-1441-907	Name and Effective Date

General Statement:

Under the direct supervision of the Office Services Supervisor II (OSS II) and/or the Staff Services Manager I (SSM I), the Office Assistant (General) [OA (G)] will perform the most difficult duties relating to the processing of mail. The incumbent will also assist in the handling of the workload within the Cashier and IWAS units. The duties will include, but are not limited to:

A. **ASSIGNMENTS (ESSENTIAL (E) / MARGINAL (M) FUNCTIONS)**

70% (E)

Mailroom Duties:

Process CSLB incoming and outgoing mail, ensuring all documents are accurately labeled prior to distribution. Open, date stamp, and sort the mail, confirming that it is accurately delivered to the various units within CSLB. Log all incoming, express, and certified mail; inputting the information into the computer for tracking the routing status. Research and make determinations as to who should receive correspondence when it is not clearly addressed to a specific individual. Assist in the distribution of mail memoranda and other mailroom related items; such as shipping labels, envelopes, and packaging items; sending this to the proper field offices, business organizations, and state agencies. Prepare the mail for delivery to the post office and/or the Department of Consumer Affairs (DCA) **(35%)**.

Collect mail from the various units within CSLB headquarters, handling the most sensitive and confidential of mail. This includes subpoenas, correspondence related to stings that are going to be conducted by the Statewide Investigation Fraud Unit (SWIFT) within CSLB's Enforcement Division, and other various confidential documents. Handle correspondence in which the originator requests routing to multiple individuals and/or other units **(30%)**.

Compile statistics on a daily basis relating to the processing of mail, ensuring that the process is being done accurately and in a timely

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manner. Once the statistical information compiled, report the findings to the OSS II and the SSM I (5%).

25% (E)

Cashiering duties:

Provide assistance to CSLB's Cashiering Unit. This includes sorting various types of cashier documents by money amounts, such as licensee fees for new or renewed applications, and payment of fines. Verify that the check amounts are correct for the requested transaction. Stamp receipt numbers on checks, along with the appropriate corresponding forms and documents, using the 34 various revenue codes. Log all transactions on the appropriate revenue collection reports for distribution to the OSS II. Ensure accounting records, records of collections, and disbursement totals are complete and accurate (15%).

Assist in the file unit in pulling files as requested by CSLB staff. Periodically required to travel to the State Records Center to retrieve files requested by CSLB staff (10%).

5% (M)

IWAS duties:

Provide back up to the IWAS Unit. This includes preparing documents for electronic scanning; removing staples, paper clips, and repairing tears. Also organize the batch documents; orient pages in same direction, insert documents separators, and prepare batch cover sheets. Manually feed documents into electronic scanners and verify that documents are scanned correctly.

B. Supervision Received

The Office Assistant works under the direct supervision of the OSS II, and may receive assignments from the SSM I.

C. Supervision Exercised

None

D. Administrative Responsibility

None

E. Personal Contacts

The Office Assistant has daily contact with employees within the Mailroom, Cashiers, and IWAS Unit's; as well as other CSLB staff and various vendors.

F. Actions and Consequences

Inaccurate and untimely processing of the mail can result in a delay in the processing of Licensee applications, Bonds, Renewals, Workers Compensation, etc. It also causes additional work to staff when mail is not received in a timely manner.

G. Functional Requirements

The incumbent works up to 25 hours per month in an office environment with artificial light and temperature control. Daily access to and use of a mail postage machine, envelope slicing machine, electric stapler, and date stamps. Must be

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able to physically move up to 20 pounds. Pushing, pulling, sitting, standing, reaching, and repetitive hand motions are required and are consistent with office work. Additionally, knowledge of CSLB's various divisions, units, and current CSLB staff is necessary for this OA position.

H. **Other Information**

Regular, punctual and consistent attendance is required. A valid California Driver's License is required for this position.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

Revised: 8/2015

Approved: 9/2015 RH