



DUTY STATEMENT	
Classification: Office Technician (General)	Position Number: 101-1138-001
Division/Office/Section: Exec/Office of Public Affairs/Outreach and Operations	
Location: Sacramento	Effective Date:
Employee's Name:	Supervision Exercised: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Supervisor's Name:	
Collective Bargaining Identifier (CBID): R 04	

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to department policies and procedures regarding attendance, leave, and conduct.

POSITION DESCRIPTION: Under the supervision of the Information Officer II (IO II), the incumbent will perform complex and confidential clerical and technical support functions critical to the Office of Public Affairs. The incumbent will provide the public with timely oral and written information, direct media calls to appropriate personnel, coordinate mailings and travel schedules, draft and track correspondence and provide other administrative support. In handling difficult calls from the public, incumbent will unfailingly demonstrate tact and diplomacy, maintaining a strong customer service demeanor. Specific duties include:

ESSENTIAL FUNCTIONS

- 40%** Screen incoming calls and direct as appropriate. Exercise a high degree of responsibility and good judgment in fielding sensitive inquiries from the news media, other governmental agencies, the public, private industry and others, responding directly when appropriate, and when not, referring inquiries to appropriate staff. Possess strong customer service demeanor that facilitates successful handling of difficult callers and complex inquiries; has the maturity and diplomacy to represent the department positively in taking calls from members of the public. Provide assistance to the Deputy Director for Public Affairs and IO IIs on routine office administration functions, and sensitive and confidential issues. Serve as backup for monitoring inquiries submitted to OPA email accounts, and referring and responding as appropriate.
- 20%** Coordinate internal meetings; schedule and arrange conference rooms; gather and arrange material for various meetings; assist staff in facilitating meetings to include obtaining audio-visual equipment.
- 20%** Maintain office files, reports, staff timesheets, administrative expense reports, etc. Collect, compile, and maintain contact information for external stakeholders and other interested groups. Responsible for maintaining and ordering supplies for OPA, and assisting with obtaining bids for other purchases.

MARGINAL FUNCTIONS

- 5%** As necessary and directed by the Deputy Director or IO IIs, monitor publication of news articles related to the department's mission and issues, and generate compilation of such articles for electronic distribution to department staff. Update department website-based information such as the "Check Your Number" oil interval change database, and daily "In the News" section on the website homepage.
- 5%** When necessary, obtains information on subject and specifics of public inquiries to inform adequate and accurate written and oral responses.
- 5%** Perform other assignments as requested by management including but not limited to preparing accurate written documentation, such as special reports, policies, procedures, and other correspondence. Provides support to OPA staff member in charge of Delegations, providing assistance to coordinate CalRecycle activities in hosting official visits.

- 5%** Provide technical assistance and administrative support to OPA and other CalRecycle branches and divisions for communications efforts for issues with significant impact to CalRecycle, including but not limited to communications projects and sensitive and confidential issues. Assist staff in facilitating meetings and conferences, exhibit booths, etc. pertaining to OPA outreach.