

## DUTY STATEMENT

Class Title <b>Office Assistant (General)</b>	Position Number <b>580-140-1441-909</b>
COI Classification <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Unit <b>Office of Legal Services</b>	
Section <b>Administrative Staff</b>	
Branch	
Division	

This position requires the incumbent 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 departmental policies and procedures regarding attendance, leave, and conduct.

**Job Summary:** Under the general supervision of the Staff Services Manager I, the Office Assistant (General) provides administrative assistance and secretarial support to the Office of Legal Services.

**Supervision Received:** General supervision of the Staff Services Manager I.

**Supervision Exercised:** N/A

**Description of Duties:** See below

### Percent of Time      Essential Functions

- |     |   |
|-----|---|
| 40% | Serves as the central receptionist for the Office of Legal Services. Screens sensitive and diverse telephone inquiries from internal and external clients, including the Governor's Office, Health and Human Services, legislators and their staff, other department directors and state offices as well as private organizations and the public. Screens incoming mail and distributes to appropriate staff. Responds to telephone inquiries from the general public and refers such callers to the appropriate person or office within or without CDPH. Maintains tracking systems that logs phone calls to OLS's main number, visitors to the office, due dates for certain OLS work (e.g., requests for legal opinions, bill analyses). Maintains front desk manual, ensuring that it is up to date, including all necessary procedures for the front desk. |
| 35% | Performs general clerical duties for the Office of Legal Services as directed by the Staff Services Manager I, including calendaring events; assisting staff with creating and or converting documents using Adobe Acrobat; duplicating documents; maintaining documents electronically or in hardcopy. Opens and closes case matters in the ProLaw tracking system. Maintains, updates, and distributes OLS phone roster. Create and updates office organizational charts and position statements.   |
| 20% | Schedule conference calls and meetings for staff; prepare the meeting requests; reserve conference rooms. Assist the personnel liaison with administrative and scheduling relating to interviews for OLS positions. Assist in coordination of staff meetings and speaker series. Prepare agendas, fliers, and Power Point presentations.  |

**Percent of Time    Marginal Functions**

5%                      Coordinate travel and reimbursements for management as requested. Arrange online travel (air and car rental) for the Deputy Director and other staff as required.

Employee's signature	Date
Supervisor's signature	Date