

SHADED AREA FOR HUMAN RESOURCES ONLY

		DATE April 11, 2017	H.R. APPROVAL JP
PC #3205		POSITION NUMBER (Agency - Unit - Class - Serial) 175-102-1441-004	
BUREAU SECTION State Library Services – Braille and Talking Book Library		CLASS TITLE Office Assistant (General)	
WORKING DAYS AND WORKING HOURS Monday through Friday 7:30 a.m. to 4:30 p.m.		INCUMBENT	
YOU ARE A VALUED MEMBER OF THE CALIFORNIA STATE LIBRARY'S (CSL) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE CSL TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1-4 SENTENCES) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direct supervision of the Office Services Supervisor II, the incumbent provides mail preparation/delivery/pickup, circulation, cartridge duplication, clerical support, and data entry for the Braille and Talking Book Library (BTBL).			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.		
	ESSENTIAL FUNCTIONS:		
40%	<p>Circulation. Charges and discharges braille, digital flash-memory cartridge, cassette books and other loaned items according to computerized borrower files. Retrieves and re-shelves books from the collection. Places damaged books into repair status or withdraws from the collection. Operates and monitors printers to produce mailing labels.</p> <p>Inventories books and creates lists of excess titles. Inventories, packs, and unpacks talking book players and other machines. Verifies correct machine serial numbers are identified on mailing tags. Performs quality control, packaging, and mailing of new and replacement machines to customers.</p> <p>Prepares items for pickup/delivery by offsite volunteer talking book machine cleaning and repair groups. Mails books and playback machines to National Library Service for the Blind and Physically Handicapped (NLS) contractor sites. Assists with clerical and manual support to help with minor tasks.</p>		
40%	<p>Mail. Loads and unloads incoming and outgoing mail hampers delivered and picked up daily by U.S. Postal Service trucks at California State Library (CSL) loading dock. Sorts and distributes incoming bulk mail including books machines and miscellaneous orders. Transports fully laden book carts and mail hampers.</p> <p>Removes mail labels from incoming books. Checks mail labels for address changes and damaged book notations. Separates out multi-volume, damaged, and undamaged books for inspection. Loads incoming books onto large book carts for processing.</p> <p>Prepares for mailing and sends miscellaneous items such as headphones, adaptors, speakers, large print and braille catalogs, bibliographies, and other miscellaneous items. Acts as a backup to the volunteers who inspect books for completeness and damage. Prepares information packets for distribution to new customers.</p>		
15%	<p>Clerical. Handles receptionist duties, receiving and routing incoming calls, and directly handling routine questions. Stuffs envelopes for Newsline and other correspondence. Checks in, distributes, and files official communications from the NLS. Enters patron book requests into Keystone Library Automation System (KLAS), an integrated library system. Files customer applications and correspondence. Completes special projects related to reader advisory or circulation support, as directed.</p> <p>MARGINAL FUNCTIONS:</p>		

5%	<p>Audio Duplication. Helps prepare, duplicate, and transfer files for patron-centric cartridge program, Duplication on Demand, including transfer of electronic files from virtual storage to physical cartridges and file management, utilizing Microsoft Office programs, KLAS, recording, encryption, Write-Protect, and other commercial and proprietary NLS software, assistive technology, and specialized hardware. Generates print and braille labels for duplicated books, affixes the labels, and inventories the finished copies. Cleans and maintains duplication and labeling equipment.</p>
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<p><u>SUPERVISION RECEIVED</u> The Office Assistant (General) reports directly to the Office Services Supervisor II, Circulation Unit, Braille and Talking Book Library, State Library Services Bureau.</p> <p><u>SUPERVISION EXERCISED—NONE</u></p> <p><u>ADMINISTRATIVE RESPONSIBILITY—NONE</u></p> <p><u>PERSONAL CONTACTS</u> The Office Assistant (General) has daily interaction with colleagues in the Circulation Unit, volunteers, and patrons; occasional interaction with workers from the Department of General Services and NLS staff; and infrequent interaction with the CSL Executive Team.</p> <p><u>ACTIONS AND CONSEQUENCES</u> The consequences of errors can be difficult to correct and may result in loss of funds, time, and efficiency.</p> <p><u>FUNCTIONAL REQUIREMENTS</u> Incumbent works at a computer work station for extended periods of time and shares a multi-employee workspace in open floor and cubicle environment. Incumbent deals on a regular basis with a variety of volunteers and patrons with visual impairment and/or other disabilities. Ability to access materials at floor level as well as over five (5) feet off the ground. Ability to occasionally move book trucks holding up to 100 pounds of weight and move and position objects weighing up to 25 pounds. Ability to access materials located on compact shelving units.</p> <p><u>OTHER INFORMATION</u> Incumbent must: have knowledge of alpha-numeric filing and the ability to maintain accuracy; have the ability to operate a multi-line telephone; have knowledge of industry standard office software programs, including Microsoft Excel, Word and Outlook; complete tasks with agreed upon standards of accuracy and timeliness; maintain good relations with the public and library staff; evaluate situations accurately and take effective action; correctly and independently interpret and apply BTBL and NLS regulations, guidelines, policies, and procedures, especially regarding customer service; prioritize workflow issues and communicate clearly both orally and in writing.</p>
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The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

I CERTIFY THAT THIS JOB DESCRIPTION REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS JOB DESCRIPTION TO THE EMPLOYEE NAMED ABOVE.

SUPERVISOR'S NAME (PRINT)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE JOB DESCRIPTION AND I CERTIFY THAT I POSSESS ESSENTIAL PERSONAL QUALIFICATIONS INCLUDING INTEGRITY, INITIATIVE, DEPENDABILITY, GOOD JUDGMENT, AND ABILITY TO WORK COOPERATIVELY WITH OTHERS; AND A STATE OF HEALTH CONSISTENT WITH THE ABILITY TO PERFORM THE ASSIGNED DUTIES AS DESCRIBED ABOVE WITH OR WITHOUT REASONABLE ACCOMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR SUPERVISOR WHO WILL DISCUSS YOUR CONCERNS WITH THE HEALTH AND SAFETY OFFICER.)

EMPLOYEE'S NAME (PRINT)	EMPLOYEE'S SIGNATURE	DATE
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