

Personnel Approval _____

Date _____

Incumbent: _____
Position No. 065-567-9927-004
Revision Date: 01/11

**OFFICE OF PEACE OFFICER SELECTION
TESTING CENTER
Office Assistant (Typing)
Duty Statement**

Under the direct supervision of the Staff Service Manger I, Office of Peace Officer Selection (OPOS), the Office Assistant will assist in all aspects of entry-level peace officer examination. The Office Assistant is responsible for responding to all general public inquiries regarding the OPOS hiring, selection, and appointment process for entry-level Peace Officers. Incumbent works closely with OPOS management and staff to stay informed so that immediate and outstanding customer service can be provided.

Duties include but are not limited to:

- 30% Answer telephone calls and greet the general public; direct calls to appropriate section; respond to general questions regarding the testing process and the entry-level peace officer process and other department hiring opportunities; accessing appropriate databases to provide applicants with their hiring and selection process status; providing general information regarding the hiring and selection, appointment, certification, training academy process; and forwarding callers or messages to the appropriate staff when questions are beyond the general scope and understanding for an Office Assistant.
- 30% Respond to inquiries regarding the entry-level peace officer process via e-mail. Provide internal and external customers with comprehensive information regarding the entry-level peace officer selection process; utilizes a thorough knowledge of the selection process and staff functions to respond to inquiries regarding employment with CDCR as a peace officer; access appropriate applicant databases to provide information-based responses to questions from peace officer candidates regarding their status in the process
- 15% Perform general office typing using a PC, data entry of candidate testing information into a database. Maintain daily and weekly statistics of calls, type of inquiry made and transferred calls. Process mail, assist in setting up background investigation and pre-employment medical files, file documents, copy, fax, and perform other related clerical duties as assigned.
- 15% Perform live scan fingerprinting of applicants; verify submitted paperwork packet for accuracy, correct order and completeness, enter personal information into secured database, and scan fingerprints. Inform applicant of when to expect call from investigator.
- 10% Maintain up-to-date desk procedures and customer service desk manual. Other duties as assigned.

Employee Signature

Date

Supervisor Signature

Date