

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
EXTERNAL AFFAIRS & DIVISION OF LEGISLATIVE AFFAIRS
ADMINISTRATIVE ASSISTANT DUTY STATEMENT**

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| CLASSIFICATION TITLE Administrative Assistant | DIVISION/OFFICE/BRANCH D95/Legislative Affairs | |
| WORKING TITLE Assistant to Deputy Director, External Affairs & Assistant Deputy Director, Legislative Affairs | POSITION NUMBER 900-001-5361-924 | EFFECTIVE May 2015 |

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of the Deputy Director, External Affairs, the incumbent independently performs journey-level administrative and office management in support of the division such as, maintaining working schedule and calendar, researching confidential and/or sensitive issues for the Deputy Director and Assistant Deputy Director, Legislative Affairs and Legislative Affairs staff and relieving them from routine administrative tasks/functions. Typical tasks include but are not limited to the following:

TYPICAL DUTIES:

| | |
|---------------|-----------------|
| Percentage | Job Description |
| Essential (E) | Marginal (M) |

30% (E) Independently reviews and prioritizes incoming correspondence, including confidential and/or sensitive material, to determine whether the material should be referred directly to the Deputy Director, External Affairs, or delegated to an appropriate staff member. Provides appropriate background material for reference, indicates action to be taken, assigns due dates and develops and maintains an internal tracking system to follow-up on projects/assignments delegated to others to ensure deadlines are met timely.

Independently composes and prepares written responses on a wide range of subjects requiring a thorough knowledge of Departmental policies and procedures. Researches a broad spectrum of issues, including confidential and/or sensitive issues, extracts information from various sources and compiles into written reports, charts and graphs for review by the Deputy Director and/or Assistant Deputy Director, Legislative Affairs. Reviews all correspondence prepared for the Deputy Director's signature for accuracy and consistency with departmental policy and procedure as well as proper

formatting, punctuation, and grammar.

Independently creates, maintains and organizes correspondence, reports, documents and legislative/media responses for the Deputy Director, External Affairs. Updates/purges files per the record retention schedule and prepares files for archiving and processes the required documentation to ensure compliance with the division's records retention schedule.

Works with the Director's Office Executive Assistants for correspondence issued through the Director's Office Tracking System (DOTS) and is responsible for tracking, monitoring and evaluating the progress and completion of all External Affairs and Legislative Affairs assignment(s).

- 25% (E) Schedules and maintains appointment calendar for the Deputy Director, External Affairs and Assistant Deputy Director, Legislative Affairs, committing time to meetings based on knowledge of their desires and time constraints. Prepares agendas, and makes adjustments as necessary to scheduled meeting times and relieves the Deputy Director and Assistant Deputy Director, and Legislative Affairs staff of routine administrative details. Prior to scheduled meetings and appointments, obtains pertinent material and information from staff for the Deputy Director's and/or Assistant Deputy Director's review. Attends meetings and conferences, takes and/or summarizes notes into minutes and distributes minutes. Creates weekly schedule for the Deputy Director and Assistant Deputy Director, and forwards as appropriate. Coordinates statewide legislative teleconferences, prepares agenda/handouts, and ensures room reservations and video conferencing needs are met.
- 20% (E) Receives and screens all incoming calls and visitors, including officials from other governmental entities, elected officials and their staff, Agency, the Governor's Office, the business community and the general public. When appropriate, personally provides the requested information, or refers to appropriate Legislative Affairs staff based on knowledge of the Division's responsibilities and Departmental policies and procedures. The incumbent must determine which calls the Assistant Deputy Director and Federal Liaison must personally respond to upon his/her return or whether the call requires an immediate response, and by whom. Updates and maintains departmental phone lists, statewide legislative analyst's and legislative members/staff phone and email group lists.
- 15% (E) Processes legislative analyses and enrolled bill reports, ensuring they are appropriately copied and filed in a timely manner. Updates legislative reports and maintains Capitol Track. Maintains office filing system for Legislative Affairs and updates/purges files per the record retention schedule. Prepares files for archiving and processes the required documentation to ensure compliance with the Legislative Affairs portion of the records retention schedule.

- 5% (E) Arrange transportation and hotel accommodations for the Deputy Director, External Affairs, Assistant Deputy Director, Legislative Affairs and Legislative Affairs staff and assists in preparing and processing Travel Expense Claims (TECs), Travel Advances and Out-of-State travel requests as directed. Provides journey-level office management support to the Division of Legislative Affairs.
- 5% (M) The incumbent provides journey-level office management support to the Assistant Deputy Director, Public Affairs and staff as requested and/or needed during periods of heavy workload or the absence of other support staff. Other duties as appropriate per the classification specifications for an Executive Assistant.

SUPERVISION EXERCISED OVER OTHERS

This position does not supervise, but may provide general direction and guidance to staff regarding correspondence and office procedures to ensure consistency within External Affairs.

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KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Must have the ability to develop and maintain effective working relationships and work cooperatively with others. Must have the ability to respond to inquiries, apply and exercise good judgment and professionalism when dealing with inquiries from the Legislature, Agency, the Governor's Office, constituents, lobbyists, executive management, staff, and other internal/external stakeholders.
- The incumbent must be knowledgeable of the principles and methods of public and business administration practices including office management, personnel and fiscal management, safety, and modern office methods. Must demonstrate willingness and ability to learn analytical, problem solving, statistical and research skills. The incumbent must be knowledgeable of the Department's mission, vision, goals and principles.
- The incumbent must have a thorough understanding of the Department's organizational structure and the relationships between various functions in Headquarters and the Districts as they impact the division. The incumbent should be familiar with the functional areas and responsibilities within External Affairs.
- The incumbent must have a solid understanding of what customer service is and have the ability to provide excellent customer service.

- The incumbent must have the ability to work independently to perform a large variety of journey level administrative work with a minimum of guidance or supervision, to initiate action independently, to handle multiple assignments simultaneously, learn new tasks quickly with little or no formal training, prioritize assignments, and be responsive to customers and management.
- Must have the ability to effectively coordinate with various levels of management and staff, both in person and through telephone communication. Must be able to communicate effectively both orally and in writing. Must have the ability to follow written or oral directions, demonstrate good work habits, neatness, dependability, and punctuality.
- Knowledge of and ability to use personal computer equipped with email (Outlook), Microsoft Word, Excel, PowerPoint, and the internet is required.
- Must be able to collect, develop, categorize, maintain, and summarize information. The incumbent must be open to new or different ideas or opinions and have the capacity for creative thinking and problem solving.
- Must have the ability to utilize a broad knowledge of vocabulary, punctuation, grammar, spelling, and business English in preparing and reviewing various reports and/or correspondence. Knowledge of the Director's Office Tracking System (DOTS) is required.
- Must be able to collect, develop, categorize, maintain, and summarize information, and to write clear concise correspondence and reports. The incumbent must be open to new or different ideas or opinions and have the capacity for creative thinking and problem solving, and have the ability to effectively contribute to the Department's affirmative action objectives.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent is responsible for providing effective, pertinent, and responsive administrative support and various correspondence and reports to the Deputy Director, External Affairs and Assistant Deputy Director, Legislative Affairs. The incumbent is responsible for ensuring confidentiality of material and makes decisions in determining appropriateness of response to inquiries/complaints, and in referring callers and correspondence to the appropriate person based on knowledge of the Department's organization. Decisions based on information provided by the incumbent could have a major impact on management decisions and could adversely affect the Division's mission in meeting its goals, objectives and fiscal constraints. Mistakes could cause delays in taking appropriate action, claims against the State, and could create a poor public image.

PUBLIC AND INTERNAL CONTACTS

The incumbent has frequent contact with Caltrans staff in all functional areas, and at all levels including executive management. Incumbent has a wide variety of public contact with private individuals, Agency, the Governor's office, elected officials and their staff, and other

governmental agency representatives, i.e., Federal Highway Administration. S/he must be able to address issues both verbally and in writing and respond to inquiries and questions from all requestors, both within and outside Caltrans. The incumbent must exercise tact and sensitivity in responding to all requests.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, mouse and monitor, or while attending meetings. The incumbent must be able to use fine manipulation and/or simple grasping during the course of their workday. Some walking, bending, lifting, and stooping may be required.

Must be able to effectively communicate in English and may be required to make presentations. The incumbent must be able to sustain the mental activity needed to conduct necessary research, analysis, and synthesis of issues and make well-reasoned recommendations to management.

Must be able to organize and prioritize large volumes of varied documents. The workload is subject to frequent, substantial and unexpected changes that could affect the scheduling or completion of assignments. The incumbent must be able to multi-task while responding to e-mails and phone calls. This position requires the incumbent to be flexible and adaptable to changing policies, rules and regulations, and changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner.

The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships and recognize difficult, emotionally charged and/or sensitive situations and handle them effectively and appropriately. Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity.

The incumbent behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service. The incumbent values cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employee may be required to travel to other satellite offices for training and/or meetings.

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Administrative Assistant
Position #: 900-095-5361-924
May 2015
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Employee Name (please print)

Employee Signature & Date

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

Supervisor Name (please print)

Supervisor Signature & Date