

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Executive Assistant	OFFICE/BRANCH/SECTION D1/Administration/District Director's Office	
WORKING TITLE Executive Assistant	POSITION NUMBER 901-001-1728-xxx	EFFECTIVE DATE 03/2015

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 District Director, the incumbent performs difficult, confidential, and responsible secretarial work often involving sensitive issues, which relieves the District Director and Deputy District Directors of a variety of administrative and office details. The incumbent has the primary responsibility of independently handling all necessary clerical functions efficiently and expeditiously. This support requires a high degree of confidentiality, responsibility and sensitivity. Incumbent demonstrates a positive attitude and a commitment to providing quality service.

TYPICAL DUTIES:

Percentage		Job Description
40%	E	Responsible for conserving the District Director's time by independently handling all necessary clerical functions. Screens, redirects and/or responds to telephone calls and written inquiries from the Governor's Office and Legislature and other high level contacts on behalf of the District. Screens, redirects and/or response to visitors and telephone calls. Provides general information, as well as information relating to District issues and policy. When appropriate, redirects inquires to management and/or other staff members. Performs difficult, responsible, and confidential administrative work for the District Director, including follow-up on confidential and general items to ensure deadlines are met; arrange correspondence for the Director in priority order; gather appropriate background material as necessary; and review correspondence referred for the Director's signature on a variety of subjects.
20%	E	Receives incoming correspondence and mail, sorts and routes material, refers correspondence to appropriate persons for handling and reply. Track correspondence delegated by the District Director to others for handling, ensuring timely response. Coordinate District responses to correspondence originating in the office of the Department Director. Types confidential and sensitive memorandums and letters. Reviews outgoing correspondence prepared by others for form, grammar, content, and typographical errors.
15%	E	Arrange meetings and maintain an appointment calendar for the District Director. Create itineraries and make travel arrangements and reservations for the District Director, and Deputy District Directors as needed. Relieve Director of all administrative work flow coordination. Maintain confidential correspondence files, including related and pertinent documents. Perform a variety of administrative tasks with minimum supervision.
10%	E	Take and timely transcribe difficult dictation during meetings, including weekly Executive Staff and monthly District Staff meetings for distribution of information on the District 1 Administration website.
10%	E	Maintain mailing lists and current rosters for local (city and county) officials, as well as legislative and community leaders. Answer telephone calls to the office of the District Director, or other members of Executive Staff, as needed. Serves as District VTC room scheduler and backup conference room scheduler. Maintain office supplies, perform copying, filing, and other general

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

administrative and clerical tasks. Assist in the arrangements of events including press conferences, public meetings, and ceremonies such as for facility openings and groundbreaking, ribbon cuttings, award ceremonies, and other activities performed in the District.

5% M Compose brief reports as needed, and gather information for reports, speeches, presentations, or meetings for the District Director, or Deputy District Directors as needed.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a good knowledge of the principles of effective communication. Must have knowledge of the functional organizational characteristics of the Department, and be versed in the Department's strategic plan, goals and objectives, as well as Department policies, programs, organizational structure, and business practices. Must be able to become knowledgeable regarding local media, government, and public interest groups and/or planning organizations. Must be skilled in proper business English, correspondence formats, office terminology, and office equipment.

Must have the ability to work independently, learn quickly, and communicate tactfully and effectively with a variety of people with different backgrounds, experiences, and attitudes. Must exercise discretion when dealing with confidential information, evaluate situations accurately, and take effective action. Must be able to balance a diverse and demanding workload. Must be able to work proactively and cooperatively with Caltrans staff and others associated with or who have an interest in Caltrans activities. Should be able to type at a rate of 45 words per minute, and be able to work well under pressure.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Executive Assistant is a very visible representative of the District. It is imperative that the incumbent act in a tactful, discretionary, and professional manner. Errors may result in embarrassment to the Department/District, and may have negative implications on the traveling public. Failure in this regard may result in the loss of credibility of the Department/District, complicating complex partnerships with State and local government offices, planning agencies, or others with whom a partnership relation is desired.

PUBLIC AND INTERNAL CONTACTS

Continuous and daily contact with the District Director and other members of District Executive Staff. Contact with Caltrans Headquarters staff, District and North Region employees, State and local government offices, local media, and the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to work for long periods of time at a computer. Must be able to work effectively under periods of stress resulting from heavy and seasonal workloads. Must be able to deal effectively with difficult and sometimes angry individuals, while maintaining a calm and professional demeanor. Must be able to interact with others with a high degree of professionalism and courtesy, in an informed and knowledgeable manner. Incumbent must act in a tactful, discretionary, and professional manner. Ability to analyze situations accurately and take effective action.

WORK ENVIRONMENT

Incumbent will work in an office utilizing modular furniture, under artificial lighting. Incumbent will be required to report on time and follow established guidelines, internal procedures and reporting. The incumbent will work closely with other members of District Executive Staff, including North Region Managers. Incumbent's work schedule may change rapidly, depending on workload, and occasional overtime work may occur. May also be required to travel.

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

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE