STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
EXECUTIVE ASSISTANT	05/Administration/Director's Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
	905-001-1728-xxx	

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

GENERAL STATEMENT:

Under the general supervision of the District 5 Resource Manager (a Staff Services Manager I), the incumbent has overall responsibility for providing administrative assistance and secretarial support to the District 5 Executive Office, District Director and the Deputy District Directors, performing highly responsible work with substantial latitude for independent action.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
35%	E	Gather and analyze detailed information from various sources on projects as assigned by the District Director and the Deputy District Directors. Independently prepares written responses or reports and recommendations. Act as liaison to the District's managerial staff, and as directed, provide authoritative information regarding the Department's program activities, policies, and procedures to other District staff. Maintain a familiarity with the District's activities and projects in progress. Address communications and complaints regarding the Departmental operations and personnel; contact District staff to investigate complaints and relay information to the District Director. Analyze situations and take action independently to achieve results in coordinating the multiple activities of high priority requests and sensitive issues. Ensures follow through and deadlines are met. Act as liaison with other departments; officials from other governmental entities and local agencies; elected officials; and the business community.
30%	E	Independently reviews, analyzes, prioritizes, and takes effective action for all incoming correspondence to the Director and the District Director's email. Determines priority of correspondence and emails within guidelines provided District Director, the Deputy District Director of Administration, or the supervisor. Manage and inform District Director any items of priority or deadlines. Forward correspondence to appropriate Deputy District Director or staff member. Provide appropriate background information when necessary. Ensures that the required action has been taken. Independently respond to less technical requests for information. Review all outgoing correspondences brought to the District Director for signature, ensures necessary consistency with administrative policy and departmental standards such as style, format, grammatical construction, and clarity are met. Make necessary changes as appropriate. Maintain the District Director's confidential files along with the suspense files and databases monitoring District correspondence and reports and Director signed documents, and the Director's Office Tracking System (DOTS) for Governor's and Director's assignments. Assures that assignments are distributed to appropriate staff, and that deadlines to provide responses are met.
10%	E	Screen visitors and telephone calls from the public, officials from other government and local transportation agencies, elected officials, the general public, and other Caltrans staff. Provide information and/or refer to the appropriate staff. Serves as the liaison for the District Director and Deputy District Directors during the executive's absence. Access matters and forward appropriately to the District Director, Deputy or staff.
10%	E	Arrange and coordinate meetings and conferences. Gather and provide information, materials, and create and distribute agendas. Coordinate attendance of appropriate staff, elected officials, local agencies, and citizen's groups. Attend meetings to take notes and summarize into minutes. Gather information for future meetings. Make all travel arrangements, including hotel, flight, and or other transportation. Prepare travel itineraries. Prepare travel expense claims.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 654-6410, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

10%	E	Act as the lead resource for all District clerical staff for the Department's correspondence guidelines. Provide functional guidance to the clerical staff on formatting, organization, procedures, packaging of correspondence, and other written communications. Develop and revise the District's procedural materials. Design, implement, and initiate procedures and forms to improve the efficiency and effectiveness of work flow. Develop and prepare correspondence. Update and distribute District information, lists, and materials.
5%	M	Act as back up for reception as needed. Maintains the professional appearance of the District Director's office at all times. Provides necessary supplies on hand for director's use.

[1]ESSENTIAL 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. May serve in a lead capacity.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Must have knowledge of general office procedures, modern office methods, supplies and equipment; business English grammar and correspondence protocol, and the ability to perform arithmetical computations.

Must be able to follow oral and written instructions; and maintain a varied and complex workload, prioritizing and evaluating situations for effective timely action; reading and writing at the level required for successful job performance; create, maintain, and prepare comprehensive reports and records; apply specific laws, rules, and office policies and procedures; prepare written and emailed correspondence independently utilizing knowledge of vocabulary, grammar, spelling, and Department protocol. Effectively utilizes computer programs for word processing, email, spreadsheet, publication, and presentation software.

Must be able to work effectively with senior staff and management, District and headquarter staff, the general public, stakeholders, including municipal staff and elected officials. Must compose correspondence, news releases, reports, memos, and informational documents according to prescribed Department practices including policy and procedures. Screens telephone calls, emails, contacts from new media and visitors to the Executive Office. Arrange meetings, prepare agendas, and maintain Director's calendar; effectively communicate and disseminate information to District staff on behalf of the Director. Must provide excellent customer service and maintain professionalism. Must have the ability to deal effectively with potentially sensitive subjects, requiring the use of tact and judgment.

Must be able to efficiently multi-task; demonstrate interest in assuming increasing responsibility; possess mature judgment, tact, and discretion.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Sensitivity and good judgment in dealing with the public, outside agencies, and staff is required when providing adequate and accurate information and administrative support, as the incumbent must interface with and communicate high level information which would impact sensitive projects, affect critical deadlines, and reflect on the integrity of the Department. Errors in judgment could cause informational compromise, and create a loss in critical management coordination with stakeholders and/or staff, leading to inefficient District operations.

PUBLIC AND INTERNAL CONTACTS

Frequent contact with Caltrans staff, local government , legislators, attorneys, citizens in the private sector, elected officials, other public agency staff, management, representatives' of citizens' groups and members of the public via telephone, e-mail, and in person. Contacts include inquires regarding all forms of transportation, status of projects, and other concerns of the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Mental and emotional requirements are associated with working in high level, faced paced office environment, with busy executives and high level issues. Position requires the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems, and utilize the appropriate responses, remaining composed, impartial, and diplomatic during occasional stressful situations when deadlines are imperative and/or situations require immediate attention.

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WORK ENVIRONMENT

The employee will normally work in a climate-controlled office under artificial light and may be required for sit for long periods of time using a keyboard and video display terminal. Some lifting, carrying, bending, reaching, and pulling may be required but will not be frequent. Ability to work indoors under artificial light.

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 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