

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Executive Assistant	OFFICE BRANCH/SECTION D-65, HQ/DRISI	
WORKING TITLE Division Chief Secretary	POSITION NUMBER 913-155-1728-	EFFECTIVE DATE

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 general direction of the Chief (CEA-B), Division of Research, Innovation and System Information (DRISI), the incumbent works independently to provide administrative assistance and secretarial support to the Division Chief, Office Chief(s), and staff as needed, and provides staff assistance on DRISI program issues. The incumbent is responsible for relieving the Division Chief of assigned administrative detail, independently analyzing organization problems, and working independently to obtain facts and information to support decision making on behalf of the Division Chief. The incumbent will receive functional day-to-day oversight regarding workload, assignments, and time management from the Staff Services Manager I (SSM I), Chief Administration and Communication Branch, Office of Management Support.

**TYPICAL DUTIES:**

Percentage	Job Description
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Essential (E)/Marginal (M)<sup>1</sup>

35% E

On behalf of the Division Chief, independently researches material needed to access information necessary to screen, direct, and respond to telephone calls, written inquiries from the Director's Office, California Transportation Agency, the Governor's Office, the Legislature, and other internal and external stakeholders.

Schedules and maintains working calendar for the Division Chief, committing Division Chief's time to meetings and conferences, etc. This requires understanding program issues, priorities, and sensitive material. Organizes relevant program material for all meetings, transportation, and itineraries for the Division Chief. Provides administrative follow-up on action items for the Division Chief after meetings/conferences to ensure compliance with commitments and agreements reached as a result of the meetings.

Manages travel for the Division Chief (i.e., airline ticket, hotel, vehicle). Develops a computer-based management information system to manage travel for the Division Chief and implements a method to monitor all travel approved by the Division Chief.

Incumbent independently reviews, screens, prioritizes incoming correspondence, refers to appropriate staff member for reply, and follows up to ensure that deadlines are met by creating and maintaining pending files and a tickler system. Maintains confidential and administrative files for the Division Chief.

Prepares agendas, summarize and transcribe meeting notes into minutes, and distribute for meetings attended by the Division Chief (i.e., Division and Office Chiefs meetings).

30% E

Reviews and edits outgoing correspondence prepared by staff for Director's/Deputy Director's/ Division Chief's/Office Chief's approval/signature for consistency with administrative policy as well as for content, format, grammatical construction, and clerical error, and ensures that the appropriate background material is attached for reference.

Manages the Director's Office Tracking System (DOTS) a Lotus Notes based application, for the Division. Establishes Division procedures and guidelines related to DOTS and other Director's Office requirements. As the Division Liaison of DOTS, incumbent is responsible for processing and monitoring tasks assigned to the Division (i.e., create task assignments; post task results, and edit a correspondence tracking document, etc.).

**ADA Notice**

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Independently, or in accordance with general instructions, uses a personal computer to compose and finalize various documents (e.g., memoranda, letters, meeting agenda, meeting minutes, travel itineraries, spreadsheets, tables, forms, week-ahead report, etc.) on a wide range of subjects requiring a thorough knowledge of the procedures and policies of the Division, including program issues and sensitive matters.

20% E Screens a variety of visitors and telephone calls, and where appropriate, refers to other staff members or personally provides authoritative information based on knowledge of the Division's and Department's policies and procedures.

Arranges meetings, workshops, or conferences. Activities may include reserving a room; requesting set-up of equipment; confirming participant attendance; preparing TEC and travel advance request; preparing non-State sponsored conference forms, if applicable; and making airline, hotel, and rental car arrangements, etc.

10% E Relieves Division Chief of administrative detail; performs special assignments as directed. Ensures that the Division Chief responsibilities are covered during the Division Chief's absence. Provides back up to the Deputy Director's Executive Assistant as directed by the Deputy Director.

5% M Provides updates to Division support staff on the application of general correspondence guidelines, etc; conducts meetings, ensuring the implementation of changes in office procedures in accordance with the Department's Correspondence Manual.

<sup>1</sup>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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Does not supervise others. Provides guidance to Division clerical staff regarding Departmental correspondence (i.e., format, grammar, etc.).

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The position requires knowledge of the Department's organization and lines of communication and protocol; effective communication methods; and business English. Must have working knowledge of commonly used software programs (i.e., Microsoft Word/Excel/PowerPoint; FileMaker Pro; Outlook) and how to operate office machine equipment (i.e., telephone, computer, calculator, copy machine, fax machine).

The position requires the ability to perform difficult administrative work. The incumbent is responsible for relieving the Division Chief of administrative detail. This position must work independently to carry out assignments with their own initiative to obtain facts. This position makes briefs of reports and correspondence; composes correspondence independently or from instructions; guides the work of other support staff; interprets manuals/handbooks and applies the information accordingly. Exercises good judgment and tact in dealing with a wide variety of people and interests; understands and prioritizes work assignments; communicates clearly and effectively, both orally and in writing; utilizes a wide knowledge of vocabulary, grammar, and spelling accurately. Organizes, maintains and accesses files and records in a short period of time; adequately responds to multiple requests for assistance in a timely and positive manner; follows oral and written instructions from the Division Chief, Office Chiefs and staff in a prompt and effective manner; and applies professional courtesy in all situations.

This position requires the ability to multi-task by being flexible to manage changing priorities, work under pressure, meet time-frames, and organize a variety of assignments. Must be punctual, dependable, and have good work habits. This position must be capable of understanding a wide range of program issues, some of which are often sensitive, and independently assess the appropriate use of the information. Must be able to perceive needs and problems that arise in the office, determine appropriate courses of actions, and act accordingly. Must have a demonstrated interest in assuming increasing responsibility; mature judgment; loyalty; poise; tact, and discretion.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for ensuring confidentiality of material; making judgmental decisions in determining appropriateness of response to inquiries; and referring callers and correspondence to appropriate staff person based on knowledge of the

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Division and Department; and reviewing and correcting outgoing correspondence prepared by staff. Consequence of errors would include extraordinary work being placed on the professional staff to correct mistakes, thus resulting in a loss of time and resources. Consequences could also include a loss of confidence in the ability of the Division to carry out its mission.

## PUBLIC AND INTERNAL CONTACTS

Incumbent must be able to communicate with all levels within (other Divisions and Districts) and outside (i.e., general public, local agencies, state government agencies, universities, federal government, consultants, researchers, private sector etc.) the Department.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent must be able to interact cooperatively with many people; deal effectively with pressure; multi-task; adapt to changing priorities; maintain focus and intensity, yet remain optimistic and persistent even under adversity. Open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; complete tasks/projects within a short time frame; behave in a fair and ethical manner toward others; and demonstrate a sense of responsibility and commitment to public service. The incumbent must value cultural diversity and other individual differences in the workforce.

## WORK ENVIRONMENT

Incumbent will work in a climate-controlled office (in a modular workstation) under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Working hours will be set between 7:00am and 5:00pm.

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