STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Executive Assistant	Traffic Operations/Executive Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Executive Assistant	913-350-1728-xxx	

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 Chief (CEA III), Division of Traffic Operations (Division), the Executive Assistant provides staff assistance on sensitive Department, Division and Program issues, and performs complex administrative and secretarial support. The incumbent manages the Division's executive office and serves as the subject matter expert on correspondence and business writing. The incumbent will support and promote a positive work environment and productive relationships with all staff and the public in an ethical and professional manner. The incumbent is also expected to secure confidential information from unauthorized disclosure.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
30%	E	Research confidential and sensitive Department, Division and Program issues at the request of the Division Chief and Assistant Division Chiefs. This includes gathering pertinent information from various sources, consulting with those parties that are involved or may be affected, studying and analyzing the data, identifying and organizing the most significant facts and findings in a concise and logical manner, explaining and presenting findings and proposing solutions. Develop status reports, computer based information systems, and other tools that support management and assist in decision making. Develop executive office and Division correspondence processes, procedures, operating systems, workflow and planning standards.
30%	E	Independently read, analyze, and prioritize incoming correspondence (including confidential and sensitive documents) within the guidelines provided by the Division Chief. Respond to and resolve administrative items that do not need to be referred, forward technical issues to the appropriate Assistant Division Chief or Office Chief for resolution, and identify those items that require immediate attention from the Division Chief. Prepare correspondence for the Division Chief's personal reply with appropriate background material attached for reference. Use the Microsoft Outlook calendar features to schedule and manage meetings, appointments, reminders, tasks, activities, deadlines and business travel, etc. Use the Director's Office Tracking System (DOTS) to manage all Division correspondence that is related to the Director's Office. DOTS provides workflow functionality for task assignments, approval requests, and all related notifications. Access the system to provide summary reports. Use a variety of Microsoft Office Suite software applications to type letters, memorandums, decision documents, fact sheets, agenda, legislative and Governor's referrals, organizational proposals, reports, forms, tables, spreadsheets, statistical data and other documents. Ensure all documents contain proper grammar, punctuation, spelling, and conform to the Department's and Division's requirements. Review and analyze all outgoing correspondence prepared by staff for the Division Chief's signature. Make edits to ensure that paragraph and sentence structure, formatting, grammar, punctuation, and clarity conform to Department standards. Provide clear and responsive direction to Division staff on what changes are needed and why.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

Keep the Division Chief apprised of all documents signed in their absence.

May direct clerical tasks (typing, copying, meeting logistics, etc.) to Office Technicians to support the executive office.

15% E

Develop and maintain the Division Chief's administrative, suspense and confidential files, and Division correspondence files, and ensure the filing systems are complete and current. The filing systems may be paper, shared drives on the computer, or e-mail archives. Develop and maintain a tracking system of assignments, due dates, pending issues, etc., and use the system to develop weekly and adhoc reports for the executive office.

15% M

Coordinate logistics for executive office meetings, workshops, or conferences (face to face, teleconference, video conference, WebEx, etc). Reserve meeting sites; prepare, send and track e-mail invitations; confirm participant attendance; set up the room; and provide or secure necessary equipment and materials.

Develop agendas, create, format, and assemble meeting materials, and distribute meeting information and documents via e-mail or place material into binders or post documents on the intranet.

Attend the Traffic Operations weekly executive staff meeting, take notes, and prepare final notes for Division distribution. Make presentations at Branch/Office/Division meetings. Provide administrative follow-up on action items for the Division Chief after the staff meetings to ensure compliance with commitments and agreements.

Make travel arrangements, including hotel, flight, rental cars, etc., request travel advances, prepare travel itineraries, and prepare travel expense claims for the executive team.

10% E

Answer the Division Chief's and Division's phone lines, and screen telephone calls from the general public, officials from government and private agencies, and Caltrans staff.
Take accurate messages and deliver them to staff in a timely manner. Exercise good judgment to determine which contacts are urgent and require the Division Chief's immediate attention.

Provide functional guidance to clerical staff on formatting, organization, procedures, and packaging of correspondence and other written communications. Design and implement Division procedures and forms to improve the efficiency and effectiveness of work flow.

Perform special assignments for Division management.

Act as a backup for the Executive Assistant to the Deputy Director for Maintenance and Operations.

Maintain the professional appearance of the Executive office at all times.

[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. Incumbent may provide guidance and training to Office Technicians on Division and Department procedures and correspondence requirements.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the principles and methods of public and business administration; office management principles, methods and procedures; and the Department's organizational structure and lines of communication and protocol.

Requires the ability to perform difficult secretarial work: compose letters, memorandums, charts, and reports independently, and from instructions; independently perform minor administrative assignments; make arithmetical computations; spell, punctuate, and use English vocabulary and grammar correctly; organize and maintain files and records; adequately respond to multiple requests for assistance in a timely and positive manner; take initiative and work independently or in a team environment; establish and maintain cooperative working relationships; follow oral and written instructions; apply good judgment and professional courtesy in all situations; and use tact, poise, and discretion in all interactions with internal and external customers.

Ability to use a variety of techniques to analyze and manage complex administrative issues; reason logically and creatively; develop and compare alternatives; draw valid conclusions; make recommendations; adopt an effective course of action; provide sound guidance to Division Chief and management; and present analyses in an understandable, usable form using oral and written communication methods.

The incumbent must also have the ability to:
• Type at a speed of 45 minutes per minute.
• Demonstrate computer literacy through the use of Microsoft Office, Excel, and Visio to create letters, memos, tables, databases, spreadsheets, and charts.
• Operate office equipment (i.e., computer, printer, telephone, calculator, copy machine, fax machine, scanner).
• Communicate effectively (orally and in writing) with courtesy and tact in working with all levels of staff.
• Develop and implement processes and procedures.
• Establish and maintain the confidence and cooperation of those contacted during the course of work.
• Develop and maintain a level of professional integrity to ensure that the best interest of the Division and Department are served.
• Exercise good judgment.
• Establish and maintain project priorities.
• Complete assignments in a timely and efficient manner.
• Maintain confidentiality of sensitive and confidential information, issues and assignments.
• Anticipate problems/needs and develop an appropriate course of action.
• Exercise open-mindedness, initiative, tact and flexibility.

The incumbent must possess the following General Competencies:
Analytical Thinking: Approaching a problem by using a logical, systematic, sequential approach.
Communication: Listening to others and communicating in an effective manner.
Customer Focus: Identifying and responding to current and future client needs, and providing excellent service to internal and external clients.
Ethics and Personal Credibility: Upholding ethics and personal integrity, and demonstrating trustworthiness, reliability and responsibility.
Relationship Building: Maintaining, and strengthening relationships with others inside or outside of the organization who can provide information, assistance, and support.
Teamwork : Working effectively and cooperatively with other team members to achieve common goals, and complete assignments in a group setting.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for providing administrative support to the Division Chief and Division Management in an accurate and timely manner. Decisions based on the information provided by the incumbent impact the effectiveness of the Division in meeting its goals and objectives. Incomplete analysis and errors in judgment may impact critical deadlines, compromise information, and may lead to strained working relations with internal and external customers, and may negatively impact the credibility and integrity of the Division. In addition, grammar, punctuation, spelling, and formatting errors lead to extraordinary re-work and delays in meeting deadlines.

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PUBLIC AND INTERNAL CONTACTS

The incumbent will speak with staff at all levels of the Department, and with private industry, elected officials and their staffs, and other governmental agency representatives. The incumbent will establish and maintains cooperative working relationships with all individuals; must speak in clear and concise sentences, listen to the needs of others, give completion attention to what people say, and ask questions to understand their concerns. All contacts from the media, for any type of information, must be referred to External Affairs.

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 have the ability to multi-task, adapt to changes in priorities, and complete tasks and projects on time, sometimes with short notice. The incumbent must be open to change and new information, and be able to adapt behavior and work methods in response to changing conditions or unexpected obstacles. Must deal effectively with pressure, maintain focus yet remain optimistic and persistent, even under adversity. Value cultural diversity and other individual differences in the workforce. Bending, stooping, and pulling may be required.

Excellent customer service is essential in this position. The incumbent must be able to develop and maintain cooperative working relationships, behave in a fair and ethical manner toward others and respond appropriately to customer issues, concerns and complaints.

WORK ENVIRONMENT

The work days are Monday through Friday. The work hours will be set sometime between 7:00 a.m. and 5:30 p.m. The incumbent will work in a climate-controlled environment with artificial lighting for extended periods of time. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Vacations may be restricted during peak times and fiscal year-end closing.

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