

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE BRANCH/SECTION	
Executive Secretary I	04/External Affairs/District Director's Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Executive Secretary I to Deputy District Directors	904-085-1247 - XXX	9-12-2011

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 Strategic Planning Branch Chief, a Staff Services Manager I (SSMI), the Executive Secretary I has the overall responsibility for assistance to two Deputy District Directors. Functional guidance will be provided by the Deputy District Directors. This position requires knowledge of the Department's operations and projects; an awareness of current issues; contact with high-level State/Federal Agencies, the legislature and numerous external organizations. This position performs various administrative tasks, and handles highly sensitive issues, which requires the incumbent to exercise a high degree of initiative and must be able to maintain a high level of confidentiality. Ability to type at 45 wpm desirable. Duties include but are not limited to:

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
40% E	Schedules and maintains the Deputy District Directors' calendars. Independently arranges for all meetings, transportation, and itineraries for the Deputy District Directors. Provides the Deputy District Directors with itineraries of the day's activities and scheduled meetings. Maintains communication to ensure the Deputy District Directors are notified of all changes to the schedule, documents or briefing memos prior to meetings. Keeps the Deputy District Directors and the SSMI apprised of all current Departmental issues. Briefs the Deputy District Directors on actions taken during his/her absence.
	Coordinates meetings/conferences, develops agendas, and makes reservations for internal and external locations. Makes travel arrangements for the Deputy District Directors including airline tickets, hotel accommodations, and vehicle arrangements and prepares travel expense claims. Provide administrative follow-up on action items for the Deputy District Directors after meetings/conferences to ensure compliance with commitments and agreements reached as a result of the meeting, and determines/assembles materials for meetings.
35% E	Under direction, gathers factual data for correspondence and reports and prepares drafts for the Deputy District Directors' signature. Reviews all outgoing correspondence and documents prepared by other staff for the Deputy District Directors' or District Division Chief's signature. Reviews documents for consistency with administrative policy as well as format, grammatical construction, and clerical error. Keeps the Deputy District Directors apprised of all documents signed in his/her absence. Incumbent maintains confidential and administrative files.
	Screens incoming correspondence from division staff, legislators, media, public inquiries, etc. and assigns to appropriate staff members for reply; maintains follow-up on assignments to ensure that all deadlines are met. Incumbent will utilize a "software based document tracking program application" and its related online manual for processing and monitoring task assigned to the Divisions (i.e. create task assignments; post task results, and edit a correspondence etc.) Incumbent prioritizes correspondence for the Deputy District Directors' personal reply, with appropriate background material attached for reference.
20% E	Screens telephone calls to the Deputy District Directors, and directs to the appropriate staff member or personally provides authoritative information based on knowledge of the Divisions' and/or Department's policies and procedures. Relieves Deputy District Directors of routine office or administrative details; performs special assignments as directed. Incumbent functions as a member of the executive support staff team, working together to provide uninterrupted support to

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all executive staff. Ensures that the Executive Assistant desk responsibilities are covered during absences; will be required to provide backup duties for the Executive Office Front Desk Receptionist.

5% M As the subject matter expert on matters of correspondence, the incumbent 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.

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

Knowledge of: Department's organization, activities, goals, policies and procedures. The incumbent must have knowledge of the principles, problems and methods of public and business administration. The incumbent must have knowledge of office management principles, methods and procedures; administrative survey techniques and skill in their application; statistical and research methods. Must have working knowledge of commonly used software programs (i.e. Microsoft Word/Excel/PowerPoint; Lotus Notes) and how to operate office machine equipment (i.e. telephone, computer, calculator, copy machine, fax machine, and digital scanner)

Ability to: Think clearly, quickly, logically and creatively to analyze and solve problems of organizational and management issues. The incumbent must be able to establish and maintain cooperative working relationships; carry out assignments without detailed instruction; and speak/write effectively. Must be able to compose clear concise correspondence, reports, and technical documents, including correct formatting, typing and proofreading of documents. The incumbent must communicate professionally and tactfully with all individuals. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service.

The incumbent must demonstrate ability in scheduling and maintaining the Deputy District Directors' calendars, flexibility in making adjustments in a timely manner, while keeping the Deputy District Directors informed of the changes in his/her calendar. The incumbent must have the ability to multi-task; must be able to use good judgment in organizing and prioritizing workload to ensure deadlines are met. Must be able to identify requests for information and direct those requests to the appropriate parties for responses and or resolutions. Must be able to maintain a high level of confidentiality.

Ability to type at 45 wpm desirable.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Actions at this level affect the District and the Deputy District Directors' images, and the ability to produce desired results. Good judgment, tact, and the ability to communicate effectively, are expected of the incumbent. Errors may have a significant impact on the internal and external operations of the District and the Department.

PUBLIC AND INTERNAL CONTACTS

Maintains communication with all staffing levels, including executive management, programs and Districts within the Department, public and private agencies. Maintains communication with special transportation issues external to the Department, including federal and state legislators, staff of the Governor's Office and Business, Transportation and Housing Agency and high-level transportation stakeholder organizations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position requires a person is capable of organizing and prioritizing large volumes of various documents; develop and maintain cooperative working relationships; ability to focus on work assignments in order to review and create documents. Requires occasional bending, stooping and kneeling. May be required to sit for long periods of time, listening, using a keyboard, video display terminal and telephone.

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Position requires a person who is able to handle irate customers in a professional and effective manner. Must remain calm under pressure, and have the ability to multi-task. Must have the ability to adapt behavior and work methods in response to changing information, conditions or unexpected obstacles and problems.

WORK ENVIRONMENT

Primary work area will be within the District Office located in Downtown Oakland, within a controlled indoor temperature building with artificial lighting. Working hours will be 8:00 am to 5:00 pm.

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