CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT

CLASSIFICATION TITLE OFFICE ASSISTANT (GENERAL)	**DISTRICT/DIVISION/OFFICE** 42/LEGAL/LOS ANGELES	
WORKING TITLE MAIL CLERK	**POSITION NUMBER** 701-002-1441-xxx	**EFFECTIVE** 10/2014

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; 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 direction of a Legal Support Supervisor, the incumbent will act as Mail Clerk for Legal Division. **Special Requirement: Must be able to lift and move items weighing at least 40 pounds.**

TYPICAL DUTIES:

Percentage Essential (E)/ Marginal (M)	Job Description
50% (E)	Responsible for sorting, date-stamping all incoming and interoffice mail. Process outgoing mail which includes weighing mail and affixing postage either by hand or with a meter. Process all incoming and outgoing envelopes and packages and any overnight delivery service. Checking, copying and delivering incoming faxes to appropriate staff members. Maintain spreadsheets and databases as required. Keeps the mail room clean and orderly. Handle maintenance and supplies for postage machine, including requesting additional postage.
35% (E)	Assists with stocking and ordering office supplies, ensuring all copy machines are equipped with paper and toner. Checking, copying and delivering incoming faxes to appropriate staff members. Photocopying as needed and run errands as needed.
10% (M)	Acts as back-up to receptionist, file clerk and claims support and other office support duties as required or assigned.
5% (M)	Provides clerical support as assigned and on as-needed basis including photocopying, running errands, and other miscellaneous office duties.

SUPERVISION EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Use of office equipment such as personal computer, fax machine, scanner, and copier.

Ability to: Use technology to simplify and streamline tasks; be open to learning new technology techniques to enhance the job; communicates in an effective manner; apply the use of technology to accomplish tasks; provide excellent service to internal and external clients; treat others fairly and with respect; take responsibility for own work; adapt to and work in a variety of situations; adapt to and work with a variety of individuals and groups; open to different and new ways of doing things; identify and deal with issues proactively and persistently; seize opportunities that arise; follows through on commitments; develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support; manage own behavior to prevent or reduce feelings of stress; and work cooperatively with others to achieve common goals; monitor the quality of work with attention to detail; act to verify information and accuracy of work; follow oral and written directions, evaluate situation accurately, take effective action and make independent decisions; and operate office equipment (i.e. fax machine, scanners, copiers, personal computer).

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The incumbent is generally responsible only for the decisions required to successfully complete job functions as described above; however, errors may affect the ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and inability to adequately represent the department in court. This could result in financial liability, court sanctions, and/or loss of credibility in the courts, with other public agencies and the public.

PUBLIC AND INTERNAL CONTACTS

Employee must maintain cooperative working relationships with office professional and support staff as well as other departmental employees.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Must be able to work under pressure, meet deadlines and maintain a helpful, positive attitude. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time. *Must be able to lift and move items weighing at least 40 pounds.*

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

I have read and understand the duties listed above and can perform then with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the 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.)

I certify that I can perform the duties listed above with/without reasonable accommodation. *

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EMPLOYEE DATE

* If you require reasonable accommodation, you must provide medical substantiation prior to your established employment start date.

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

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SUPERVISOR DATE