

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE OFFICE TECHNICIAN (GENERAL)	DISTRICT/DIVISION/OFFICE 42-LEGAL-LOS ANGELES	
WORKING TITLE RECEPTIONIST	POSITION NUMBER 701-003-1138-xxx	EFFECTIVE 04/2015

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 I, the incumbent will act as the Los Angeles Legal Office Receptionist, serving as the initial point of contact for the public, internal and external clients.

TYPICAL DUTIES:

Percentage Essential (E)/ Marginal (M)	Job Description
60% (E)	Incumbent acts as the primary receptionist. Duties include greeting visitors, providing customer service with professionalism, screening calls for routing to appropriate party and taking clear and concise messages for staff. Light typing duties are required. Outstanding work attendance and punctuality is required.
20% (M)	Process and record deliveries; update call logs, attendance sheets and rosters.
15% (M)	Provides clerical support as assigned and as-needed including but not limited to photocopying, scanning and delivering packages.
5% (M)	Maintain office copies of Receiving Records and filing as needed.

SUPERVISION EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Use of office equipment such as personal computer, fax machine, scanner, copier and multi-line telephone system.

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 with a variety of situations, 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.

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 impact the decision-making process in the office, which could result in major financial losses for both the Department and the State of California.

PUBLIC AND INTERNAL CONTACTS

Employee must maintain cooperative working relationships with office professional and support staff as well as other departmental employees. Incumbent must maintain professionalism during interactions with and handling of all types of phone calls, general inquiries and greeting the public.

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 are essential to performance in this position.

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. Work hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Flex schedule is not permissible under the condition of the required tasks.

I have read and understand the duties listed above and can perform them 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. *

EMPLOYEE

DATE

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

SUPERVISOR

DATE

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