

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION District 5/Maintenance/Maintenance Support	
WORKING TITLE Office Technician	POSITION NUMBER 905-600-1138-XXX	EFFECTIVE DATE

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; reporting to work as scheduled; 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 supervision of the Staff Services Manager I, the Office Technician performs a wide variety of complex clerical duties for the Maintenance Support Office. Incumbent work hours will be 7:00 AM to 4:00 PM, Monday through Friday.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
25% E	Responsible for creating, maintaining, and copying a variety of documents and lists for distribution. These documents may consist of but are not limited to: phone list updates, CHP call-out list, and the Best Seller. Assists with the revisions of the District EOC Manual. Maintains office manuals and filing systems. Handles mail and payroll distribution.
25% E	Responsible for ordering and maintaining the Maintenance Support office supplies. Prepares Cal-Card Purchase Orders (CPO's), Requisition Documents (RQS) and Receiving Records using AMS Advantage. Receives and disperses office supplies.
25% E	Responsible for the enrollment and tracking of all mandatory training for field personnel in the District 5 Maintenance Program. This includes, but is not limited to: META, LDA, MLA, MFDDT, and Fast-track CDL training. Ensures that all field personnel are scheduled for all appropriate training. Works with Headquarters staff to ensure that all Maintenance employees are able to attend.
20% E	Responsible for the Prescription Safety Glasses Program for the entire district. Assists employees with the completion of the ordering paperwork, process ordering paperwork and submit orders to CalPIA. Processes returned orders and disperses glasses to appropriate personnel. Responsible for monitoring and maintaining the Safety Glasses Program expenses.
5% M	Responsible for handling insurance claim inquiries by verifying date and location of loss and providing documentation to appropriate district claims liaison or Headquarters staff.

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

This position has no supervisory responsibilities.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Requires the ability to perform a wide variety of complex clerical duties with a minimum amount of direct supervision. Must be familiar with the Microsoft applications, Integrated Maintenance Management System (IMMS), Staff Central and AMS Advantage. Must have an understanding of record keeping, procurement, and accounting. The position requires accurate typing skills, including a thorough knowledge of grammar and spelling. Must be able to operate a personal computer and communicate effectively over the telephone. Handle calls and communications with many different agencies such as the CHP, Insurance Claims Adjusters, as well as all levels of Caltrans Management.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 654-6410, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor decisions and failure to perform duties as required could result in improper payment that could affect the finances of both the state and vendors/contractors. Failure to accurately track mandatory training could result in potential injury and loss of employment for field employees.

PUBLIC AND INTERNAL CONTACTS

Incumbent will be required to deal effectively with many different agencies, such as but not limited to CHP, Insurance Claims Adjusters, as well as all levels of Caltrans Management. Be able to deal effectively and professionally with employees that need help and guidance.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for prolonged periods of time. May be required to bend and stoop. May be required to work for prolonged periods on personal computer. Must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations, recognize emotionally charged issues or problems, work well with a wide variety of personalities, acknowledge the various responses.

WORK ENVIRONMENT

Incumbent may/will be working with a personal computer, 10 key calculator, and other office equipment. While at their base of operation, employee 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. Incumbent may be required to work in emergencies caused by accidents, storms, and other hazardous conditions, and catastrophic events.

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