

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (General)	District 12/ Administration Business Services Branch	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Mailroom Coordinator	912-015-1138-008	

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 direct supervision of the Staff Services Manager I (SSMI) in the Business Services Branch, the Office Technician (General) is responsible for various office technician duties. The areas of responsibility include Mailroom, answering telephones, assisting customers, scheduling meetings/conference rooms, and Records Coordinator. The incumbent will demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations.

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
50%	E	Responsible for the daily operation of the District mailroom and may be the first point of contact for the Business Services Branch. The incumbent receives, date stamps, identifies, logs, and distributes incoming mail to each division. Scans all incoming courier and certified mail. Process outgoing mail through postage meter, and prepares outgoing courier mail to designated divisions/districts. Advises customers on available mail delivery and shipping options, and assists customers with tracking missing or misdelivered mail and packages. Operates and maintains electronic postage system, bar code scanner, packaging equipment and software. Works with and effectively utilizes all mailroom and peripheral equipment.
20%	E	Monitor and maintain daily shipping labels for various couriers. Ensures postage meter has adequate amount of postage. Maintain accurate records of services provided by vendors. Process invoices and receiving records for courier services. Prepare and develop Excel spreadsheets to track postage and other costs associated with the mailroom. Make recommendations on effective use of State resources involving equipment in the mailroom, which includes postage, mail processing and statewide couriers. Research specifications for the purchase of mailroom equipment. Maintains inventory of routine mailroom supplies.
5%	E	The incumbent will serve as Manual/Publications Coordinator for the District and, in this capacity, coordinate all orders for Caltrans manuals and publications for District personnel; distribute manuals and updates to the various divisions as they become available; and communicate with district personnel on manual-related subjects. Maintains available stock of Caltrans manuals in the Business Services library.
5%	E	Act as the District's Records Coordinator. This includes proper records management practices used in accordance with Headquarters and State mandates. Facilitates retrieval and archiving of District records, reviews retention periods to satisfy audit and legal requirements. Oversee the transfer of Records from Divisions to the State Records Center (DGS). Meets with Divisions on their Records Retention Schedule. Gather and compile record reports for the District Annual Record Reporting to HQ. Maintain and inventory the Districts records Tab Tracker.
5%	E	Incumbent will be responsible for District Office room reservations. Will coordinate meetings and schedule conference rooms, and may be the first point of contact for internal and external customers. Direct inquiries to appropriate Divisions and team members. Provide clerical support to the Business Services Branch; answer incoming calls, refer calls to appropriate contacts, and direct visitors to various Divisions and functional units.

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- 10% M Incumbent will be available to provide clerical support to the Business Services Branch by answering phones, faxing/ filing documents, completing data entry input and checking out Motorpool vehicles, track and file correspondence, coordinate travel arrangements, and itineraries. Will be responsible for maintaining and tracking the District office and cubicle keys. Will distribute keys to employees when requested. Will assist facilities staff on special projects; will be expected to participate in district moves, pushing and pulling equipment Calis from one location to another.
- 5% M Incumbent will provide coverage to the Cashier office, which includes the following duties: Sort and distribute master payroll checks, overtime checks, TECs, travel and salary advances. Receive over the counter cash and checks, write receipts, prepare and type bank deposit slips and deposits t, . nds at the bank, fax and mail via overnight courier cash state reports, submit credit card r-

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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

No supervision required over others.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The employee must have the capability to analyze information provided by internal units/functions and determine the impact of that information on the State, while ensuring that all legal requirements on the part of the department are met. This position is responsible for working cooperatively with all internal and external customers. This position must adhere to the customer service standards set by his/her unit and provide high quality service, productivity and efficiency. The incumbent must have the ability to analyze circumstances and come up with sound decisions; must have computer skills such as Microsoft Word and Excel; possess knowledge of general accounting guidelines/rules; must be able to provide thorough and completed staff work. Must possess a valid California driver's license. Exhibit good attendance, customer service skills and the ability to interact courteously and tactfully with people using good judgment.

The employee must be able to analyze operational needs and implement a good course of action to meet these needs; apply general policies and procedures to specific issues; analyze problems and determine alternative solutions; present ideas and information effectively, both orally and in writing at a level necessary for successful job performance; and follow oral and written directions.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to make sound decisions can result in delays in project-related work and dissatisfied internal and external customers. Errors in judgment could affect the safety and protection of employees. The incumbent's actions will directly affect the Department's commitment to efficient operation and its ability to achieve its mission and objectives.

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### PUBLIC AND INTERNAL CONTACTS

The employee will have frequent contact with employees, and supervisory personnel in the District, as well as with outside agencies and the public.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee will be required to perform such task as walking, climbing up/down stairs, bending, stooping, standing and kneeling. This position will require considerable repetitive motion such as; reaching above the shoulder and below the knee in order to distribute the mail, must be able to move up to approximately fifty (50) pounds. The employee will be required to sit for long periods of time using a keyboard and video display terminal. The employee will be required to deal with stressful and emotionally charged situations with employees or the public, must be able to work under pressure, meet deadlines and maintain a helpful, positive attitude. The employee must work with sensitive and confidential material; be able to concentrate, analyze the situation at hand, and respond appropriately in a busy office environment; be required to handle several issues at a time; be able to prioritize tasks as necessary; be able to develop and maintain cooperative work relationships; value cultural diversity and other individual differences in the workforce; grasp the

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essence of new information and master new technical and business knowledge.

**WORK ENVIRONMENT**

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