

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE OFFICE TECHNICIAN (General)	DISTRICT/DIVISION/OFFICE DIST. 06 / OFFICE OF MAINTENANCE & OPERATIONS	
WORKING TITLE Office Technician	POSITION NUMBER 906-600-1138-XXX	EFFECTIVE _____

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 Resource Manager for Maintenance & Operations, a Staff Services Manager I (SSM I), the incumbent is responsible for performing a variety of activities relating to the administration of the Maintenance & Operations Programs. The incumbent will also provide support to the Deputy District Director of Maintenance & Operations, and the other Senior Staff Members of Maintenance & Operations. The work includes but is not limited to: handling public and internal communications, typing, filing, organizing, scheduling, and other administrative duties as required.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% (E)	Responsible for assisting the SSM I in responding to public and internal communications via phone, fax, electronic mail (e-mail), letters, memos, and other types of communications. Contacting the Maintenance & Operations’ Senior Staff, as required, to assist in responding to incoming communications. Working with other Divisions as directed. Take phone messages and deliver to the SSM I when applicable.
35% (E)	Responsible for assisting the DDD of Maintenance and Operations in responding to public and internal communications via phone, fax, electronic mail (e-mail), letters, memos, and other types of communications. Contacting the Maintenance & Operations’ Senior Staff, as

¹ 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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required, to assist in responding to incoming communications. Working with other Divisions as directed. Take phone messages and deliver to the DDD when applicable.

- 15% (E) Receive, review and distribute weekly and monthly reports to applicable Senior staff members, collect the responses the Seniors within a certain timeline, and then compile the data into a form for Managerial review. Check for both incoming and outgoing mail on a daily basis.
- 5% (E) Review the monthly Service Award list to locate any member of the Maintenance and Operation staff for any upcoming service awards. Work with the appropriate Senior of the recipient and procure any award and /or certificate they are due.
- 5% (M) Assemble PARF packages for the District Office Senior staff. Type and update duty statements, into the most current format, and then file, and organize them within the central shared drive. Track the PARF package as it moves through the system, until finalized. Complete the package once the person is hired to fill the open position, when applicable.

SUPERVISION EXERCISED OVER OTHERS

This position does not supervise others

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Have the ability to exercise good judgment; analyze situations accurately and take effective and timely action to establish and meet deadlines.

Ability to reason logically and creatively. Develop and evaluate alternatives and take appropriate actions. Analyze data and present ideas and information effectively by oral and written form.

Must possess good interpersonal skills to work cooperatively with staff at all levels and have good communication skills both orally and in writing.

Utilize standard software programs to produce various reports and spreadsheets.

Incumbent must be able to coordinate the work of others and establish priorities. Knowledge of consulting and advising managers. Make recommendations and elevates issues to appropriate management for resolution. Gain and maintain the confidence and cooperation of others.

Ability to accomplish the objectives of the group which requires originality and initiative, as well as the ability to identify problems and formulate solutions as they arise.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Independently performs administrative work for the Resource Manager for Maintenance & Operations. The incumbent will be responsible for performing a variety of duties requiring time frames and deadlines. Failure to meet schedules may result in loss of time and productivity.

PUBLIC AND INTERNAL CONTACTS

Incumbent must be able to communicate effectively with others including public, technical/Professional level staff of outside agencies, supervisors and their staff, other branches, Districts and Headquarters, to provide coordination and reporting associated with their duties.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. Some bending, stooping, kneeling and light lifting is required to move files. Must also have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations and recognize emotionally charged issues or problems. Effectively deal with situations in a courteous and professional manner. Ability to multi-task to meet critical deadlines.

WORK ENVIRONMENT

Work will be performed 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 them either with or without reasonable accommodation. (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's Name

Signature

Date

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

TORI DURAN

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Supervisor's Name

Signature

Date