

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE BRANCH/SECTION DES / Structure Construction	
WORKING TITLE Office Technician (Typing)	POSITION NUMBER 559-511-1139-003	EFFECTIVE DATE 09/21/2015

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 supervision of a Principal Bridge Engineer, this is the advanced journey level, which regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. This position also acts as the first line contact for departmental managers, local government agencies, other State departments, private industry, general public and FHWA staff. The duty statement for the Office Technician (Typing) in the Division of Engineering Services, Structure Construction is as follows:

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
30% E	Using a personal computer prepares reports, technical manual revisions, memos and general correspondence, including editing and proofreading documents for grammar, spelling, and clarity for signature. Copies and distributes materials and documents. Maintains a tracking system to ensure appropriate briefing documents, correspondence, related materials and work assignments are acted upon in a timely manner.
30% E	Answer, screen, and direct a wide variety of telephone calls, emails and mail for the Structure Construction Headquarters unit. Provide information to callers based on knowledge of departmental policies. Develop and maintain an organized confidential and administration filing system and determine the record retention for various documents. Scan documents, make copies, send faxes, and attend staff meetings as required.
30% E	Prepare and edit travel reimbursement forms and reports for the Office Chief, Branch Chiefs, and other Structure Construction staff. Make travel arrangements, including flight, hotel, and rental car reservations for Structure Construction management and Headquarters staff. Serves as subdivision expert on travel. Reserve conference rooms for and coordinate meetings on behalf of the Office Chief, Branch Chiefs, and Structure Construction staff. Serve as liaison for SC HQ with Accounting. Review travel documents and accurately log required information into a database. Hand-deliver-logged travel documents to Accounting. Independently retrieve checks, payroll and overtime checks from Accounting, log checks into the database, and mail them to the appropriate employee(s). Research and resolve any sensitive and/or confidential pay discrepancies and inquiries regarding the status of travel expense compensation.
10% E	Provide assistance to the support staff in the Structure Construction when large mailings to field, personnel are being sent out including payroll for approximately 500 employees, overtime and travel expense claim checks, weekly mailings and special mailings. Provides clerical support to subdivision training and rotation activities. Assist in preparing for large meetings. Assist in processing training requests, which includes registering employees into classes, training form preparation, data entry, and follow-up on attendance and evaluations.

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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have comprehensive knowledge of modern office methods, supplies and equipment, business English and

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correspondence, and principles of effective training. Incumbent must be able to perform difficult clerical work including ability to read and write English at a level required to prepare correspondence independently; possess a wide knowledge of vocabulary, grammar, and spelling; make arithmetical computations; operate various office machines; follow oral and written direction; compose clear and comprehensive reports; maintain complex records; meet and deal tactfully with the public; evaluate situations accurately and take effective action; apply specific rules and departmental policies and procedures; communicate effectively; provide functional guidance; and type at a speed of not less than 40 words per minute as demonstrated by certification issued by the California State Personnel Board. Must have the ability to establish and maintain friendly and cooperative relations with those contacted in the course of the work and to communicate effectively.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position is highly sensitive due to the level of contacts. Consequence of error in decisions will affect the smooth operation of Structure Construction. Inaccurate reports, memos and correspondence can cause delayed mail delivery of critical job-specific mail to field offices and can affect Travel Expense Claim checks if Accounting does not receive the documents in a timely manner.

PUBLIC AND INTERNAL CONTACTS

Contact with bridge engineers, other Caltrans staff, local and state agencies, and private vendors are necessary in the performance of the job.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The position requires the lifting and sorting of mail, sitting at a desk and typing on a computer, answering telephone calls, copying and distributing correspondence. This position requires developing and maintaining cooperative working relationships, responding appropriately to difficult situations, and recognizing the appropriate personnel to respond to inquiries.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting.

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