

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE OFFICE TECHNICIAN (TYPING)	DISTRICT/DIVISION/OFFICE 42/LEGAL/SACRAMENTO	
WORKING TITLE MAIL/FILE CLERK	POSITION NUMBER 701-001-1139-xxx	EFFECTIVE 10/2014

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 general direction of a Legal Support Supervisor, the incumbent will act as the Legal Division Mail/File Clerk and is responsible for organization and maintenance of all daily mail and file operations, including preparing large packages for shipment, the scanning of documents and case files for distribution and archival of relevant historical data; and general data entry for document and delivery tracking purposes.

TYPICAL DUTIES:

Percentage Essential (E)/ Marginal (M)	Job Description
40% (E)	Responsible for sorting, date-stamping, scanning and data entry of all incoming and interoffice mail to the Legal Case Management System. Process outgoing mail which includes weighing mail and affixing postage either by hand or with a meter. Process all incoming and outgoing envelopes and packages and any overnight delivery service. Checking, copying and delivering incoming faxes to appropriate staff members. Create, maintain logs, spreadsheets and databases as related to mail services and file intake/outtake. Keeps the mail room clean and orderly. Handle maintenance and supplies for postage machine, including requesting additional postage.
40% (E)	Organize and maintain closed legal files by creating and maintaining a clear data entry and tracking system; requires daily typing and input to maintain accurate records; maintain file room for cleanliness and organization. Close and prepare archived files for storage and shipment to State Records Center; scan documents for electronic storage and data management; create and compile logs for confidential shredding for disposal of documents; gather and compile data from Legal Office staff and provide records retention schedule information to Records Management regarding Records Holding/Disposal Annual Report; retrieves files as requested; and provides updated reports to management.
10% (E)	Works directly with other clerical staff to create forms and templates that support the Legal Division daily workload, and identify protocols and updates

processes to file, mail and document management. Assists with stocking office supplies, checking, copying and delivering incoming faxes to appropriate staff members, ensuring all copy machines are equipped with paper and toner, photocopying, and pick up deliveries from other Caltrans facilities as needed. Write clear and concise instructions for file and mail room management.

5% (M) Facility liaison between Legal and the Building Manager to log electrical problems within the Legal Office, i.e., heating, cooling, lighting issues.

5% (M) Acts as back-up to receptionist and claims support. Provides clerical support as assigned and on as-needed basis including typing, document creation, photocopying, running errands, and other miscellaneous office duties.

SUPERVISION EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Use of office equipment such as personal computer, fax machine, scanner, and copier and the use of computer software, including but not limited to, Microsoft Word and Excel is necessary.

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 in a variety of situations; adapt to and work with a variety of 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; monitor the quality of work with attention to detail; act to verify information and accuracy of work; follow oral and written directions, evaluate situation accurately, take effective action and make independent decisions; and operate office equipment (i.e. fax machine, scanners, copiers, personal computer).

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 affect the ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and inability to adequately represent the department in court. This could result in financial liability, court sanctions, and/or loss of credibility in the courts, with other public agencies and the public.

PUBLIC AND INTERNAL CONTACTS

Employee must maintain cooperative working relationships with office professional and support staff as well as other departmental employees.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Must be able to work under pressure, meet deadlines and maintain a helpful, positive attitude. Should have the ability to work on a keyboard; have manual dexterity; develop and maintain cooperative relationships; ability to focus for long periods of time. *Must be able to lift and move items weighing at least 50 pounds.*

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.

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.