

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Office Technician (Typing)	DISTRICT/DIVISION/OFFICE 22 – Division of Safety & Management Services	
WORKING TITLE Office Technician (Typing)	POSITION NUMBER 702-015-1139-xxx	EFFECTIVE April 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:

This position is designated Confidential. Under the general direction of the Chief, Office of Labor Relations, provides administrative staff support to the Office of Labor Relations Services. The incumbent performs varied and difficult duties exercising a high degree of initiative and independence.

TYPICAL DUTIES:

Percentage	Job Description Essential (E)/Marginal (M)
30% (E)	Types letters, memos, and reports, from statistical data, manuals, and other required copy. Edits rough copy for proper grammar, spelling, English usage and format. Finalizes outgoing correspondence to ensure correct departmental protocol is followed.
30% (E)	Schedules meetings, answers telephones, takes messages, routes calls to appropriate staff, replenishes light rail tickets; assists visitors or employees coming into the office; files correspondence, management memos, pay letter, chronological copies and subscriptions; updates manuals and revises the Office of Labor Relations filing system. Creates weekly information updates for staff from various websites.
10% (E)	Prepares weekly Post & Bid listing by receiving and compiling all district job descriptions into a statewide document. Formats, proofreads, and electronically distributes Post & Bid listing to district coordinators with standard instructions for printing and posting.
10% (E)	Responsible for Office's equipment and supply orders utilizing the Advantage financial system and CalCard VISA Program. Coordinates machine maintenance and problem calls. Ensures office equipment is in good working order on a daily basis.

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- 10% (E) Performs other clerical duties such as but not limited to: picking up pay warrants, placing reprographic orders, pick up and delivery of documents to and from various Caltrans buildings. Backs up other administrative support staff on office functions as needed.
- 5% (E) Serves as coordinator for Labor Relations' Staff Central; trains staff on timesheet preparation, coordinates information with Personnel, contacts Staff Central staff for troubleshooting.
- 5% (E) Make travel arrangements, reserve conference rooms, process travel and personnel documents. Distributes incoming and processes outgoing mail.

SUPERVISION EXERCISED OVER OTHERS: None

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

Incumbent is expected to have a working knowledge of modern office practices, supplies and equipment; business English and correspondence. Ability to perform difficult clerical work, follow oral and written directions, evaluate situations accurately and take effective action to prepare and present clear and comprehensive reports and maintain difficult records, meet and deal tactfully with Departmental staff, Labor Union Representatives and public. Incumbent must also have knowledge of the basic principals and application of setting up and managing a filing and retrieval system, the operation of a PC, software related to word processing, electronic data filing, spread sheet application and usage, effective and concise verbal skills, good telephone protocol/practices.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The incumbent is responsible for final products to staff within the Department, outside agencies and to Union Officials. Typing errors could result in misapplication of personnel practice relating to bargaining contracts, laws and rules. Internal correspondence may be highly sensitive and confidential. Errors in routing and mislabeling could result in delays or failure of the State to achieve necessary products. Incumbent must foster trust in both management/supervisory and union representative in order to achieve maximum effectiveness in their position.

PUBLIC AND INTERNAL CONTACTS:

The incumbent interacts with Department staff. Good judgment and the ability to communicate are of primary importance.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Incumbent must have the ability to sit for long periods of time at a desk using computer equipment and screen. The incumbent must have the ability to handle irate callers and public in a calm and effective manner.

WORK ENVIRONMENT:

The office is located on the third floor in a climate-controlled building. The work area is a cubicle with both natural and artificial lighting.

