

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (T)	Office of Driver Certification and Substance Testing	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Administrative Support	702-015-1139-XXX	09/16/2014

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 Chief, Office of Driver Certification and Substance Testing (ODCAST), the incumbent will provide administrative support including data entry, mailing, supply management, and reception for the Program. Incumbent is expected to handle a variety of duties timely and independently.

TYPICAL DUTIES:

Percentage		Job Description
45%	E	Receive, match, and organize drug and alcohol testing documentation for mailing to Districts. Review incoming drug and alcohol testing documentation and contact District Drug Testing Coordinators and Regional Managers regarding inconsistencies with testing documentation. Enter information from documentation into a spreadsheet and the Compliance Information Systems (CIS) ASSISTANT database and file the completed documentation accordingly.
25%	E	Answer telephones, take messages, route calls to appropriate staff, file correspondence, format and type letters, memos, charts, tables and other documents. Create files and maintain filing system for drug and alcohol testing records and correspondence.
10%	E	Reconcile record discrepancies pertaining to drug and alcohol testing documentation, verify drug testing records for completeness and accuracy and enter confidential results into the CIS ASSISTANT drug and alcohol testing database.
10%	E	Process incoming mail, including date stamping, organizing and distributing to staff. Order and distribute supplies. Prepare materials for duplication and assemble packages. Place reprographic orders as needed. Process GSO and certified mail according to ODCAST procedures. Maintain inventory of ODCAST forms and order as necessary. Maintain the current records retention schedule, and purge files accordingly. Maintain inventory control of new and existing equipment and surplus equipment as necessary. Process training requests as needed.
10%	M	Prepare hearing packets and training materials. Pickup and delivery of documents to and from various Caltrans buildings.

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

Incumbent is expected to have a working knowledge of modern office methods, supplies and equipment; effective and concise verbal skills, good telephone protocol/practices, communicate effectively; ability to perform difficult clerical work independently, spell correctly, and use good English; make mathematical computations; follow oral and written directions; evaluate situations accurately and take effective action; maintain difficult records; deal tactfully with the public/vendors on occasion and Departmental staff. Incumbent must also have knowledge of the basic principles 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, spreadsheet application and usage.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgement may result in failure of the Department to comply with Federal drug/alcohol testing rules and/or to meet Federal reporting requirements. Efforts can result in inappropriate personnel actions resulting in litigation.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have minimal public contact with office supply vendors, but will mostly interact with Departmental staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time at a desk using computer equipment and screen. Incumbent may also be required to move boxes of testing materials, supplies, training material, and/or other confidential documents.

The incumbent will be required to deal with a high volume of paperwork and will need to handle time-sensitive deadlines to complete the requirements of the job efficiently and effectively. Must be sensitive to protecting the confidentiality of documents handled. May be subject to receiving irate calls from employees and/or the general public and must be able to remain and respond to callers in a calm and effective manner.

WORK ENVIRONMENT

The office is located on the third floor in a climate-controlled environment under artificial lighting. The incumbent will also work in a confined space such as a cubicle or workstation. However, due to periodic problems with the heating and air conditioning the building temperature may fluctuate.

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

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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