

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	Div. of Safety and Mgmt. Services/Learning and Dev. Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Administrative Support	702-015-1139-924	11/10/2014

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 Staff Services Manager III (SSM III), the incumbent is responsible for providing clerical support with a high degree of initiative, independence, and good judgment while performing a variety of general office work for the Learning and Development Office. Specific duties and responsibilities are:

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	Provide administrative support to the Assistant Division Chief and Office Chief. The incumbent is responsible for typing, editing, formatting, reproducing, assembling, and distributing correspondence and various material; filing correspondence; prepare travel arrangements; prepare materials for meetings; maintain appointment calendar and schedule meetings; greet customers and answer customer inquiries and needs; ensure departmental policies are followed.
20%	E	Serve as Learning Management System (LMS) Business Administrator and Session Administrator. The incumbent is responsible for enrolling students for various training classes and maintaining current rosters; creating and distributing electronic surveys for training classes; maintaining and ensuring training center equipment is current and in working order; Serve as customer service agent for the LMS help desk responding to inquiries on a daily basis from customers statewide; Serve as the office contracts liaison inputting new service agreements into AMS Advantage and working with the Division of Procurement and Contracts (DPAC) to ensure proper procedures are followed.
15%	E	Procure equipment and supplies for the Office and maintain inventory and maintenance records for the Office's equipment inventory database. The incumbent is responsible for processing procurement, equipment survey, equipment property tag, and equipment service requests; obtaining bids for purchased items; processing CalCard payment invoices on PCARS and purchase orders; provide periodic reports on the status of equipment, maintenance agreements, and warranties (i.e., copiers, printers, computers, land line phones); maintain accurate and thorough records of premises-related purchases and actions.
10%	E	Schedule Training Center classroom usage, VTC and phone bridge set up for training and meeting usage. The incumbent is responsible for maintaining the training calendar, confirming and following-up with the customers with their classroom use; updating and posting weekly classroom calendar schedules; generating class session signs; posting and taking down class session signs.
5%	M	Act as the Office's personnel liaison with Human Resources and Staff Central. Duties include: processing employee's personnel documents, providing employees with benefit-related information; and issuing and updating staff security badges for new and current employees.
5%	M	Maintain the Program's lending library by updating the inventory of books, videos, CDs, DVDs, etc; checking in/out training resources; and inventorying archival material from statewide training programs coordinated by the Program.
5%	M	Coordinate the Program's records management process to ensure the Program adheres to the Department's policies and procedures and the government codes pertaining to forms and records management. Act as the Office's Public Records Coordinator under the California Public Records Act and Forms Officer. The incumbent is responsible for annual reporting and maintaining

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documentation of records and forms; attend meetings as requested by Records Management and Forms Management.

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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise others.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Performs administrative support skills at a journey level; possess the ability to type with an extremely high rate of accuracy; proficient in spelling, punctuation, grammar and editing; possess a good working knowledge of the training administration and office procedures; demonstrate effective and diplomatic verbal and written communication skills in dealing with all levels of internal and external employees; possess a high level of coordination skills including the ability to coordinate multiple projects and meet deadlines under pressure; possess skills in software applications such as Word and Excel as well as the Microsoft Outlook email platform.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Frequent communication with District and HQ Training Coordinators and other customers to provide information on training policies, procedures and processes and respond to customer requests in a timely and customer service oriented manner.

PUBLIC AND INTERNAL CONTACTS

Improper recommendations or decisions may result in: the Department not achieving its direction, "to continue to build a talented and diverse team and to strengthen ties with our partners;" misuse of training resources; inappropriate or inadequate training for employees to perform their jobs; and not providing customer service.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be open to change and new information; adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; have the ability to multi-task; complete tasks or projects with short notice; be able to collaborate, develop and maintain working relationships.

WORK ENVIRONMENT

Employee will work in a climate-controlled environment and under artificial lighting; sit for moderate period of time using a keyboard and computer monitor; move training equipment; walk or drive to various Department sites, if needed.

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.

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE