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CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT

CLASSIFICATION TITLE Office Technician (Typing)	DISTRICT/DIVISION/OFFICE 22/Division of Safety and Management Services	
WORKING TITLE Office Technician (PI)	POSITION NUMBER 702-015-1139-002	EFFECTIVE 2/2014

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; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. You take the necessary precautions to safeguard the confidentiality of records containing personal information to which you have access. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT **T**his position will be working within the Division of Safety and Management Services in the Office of Disciplinary Services. Under the supervision of the Office Chief, Discipline Services within Division of Safety and Management Services, the incumbent will perform a variety of clerical support duties for the staff in the Offices of Discipline Services as well as assisting the entire Division when necessary.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]	**Job Description**
35% (E)	Finalize drafted disciplinary actions and drafted grievance responses. This includes but is not limited to: making files for new cases; typing and numbering document lists; entering new case file data into ADSC database; copying documents; typing labels; obtaining authorized signatures, scanning and electronically distributing actions, settlement agreements and correspondence to SPB. Transmit grievance responses to the appropriate Union and CalHR Labor Relations by fax, certified and regular mail and return case file to assigned Labor Relations staff. Forwards correspondence to CalHR by preparing and mailing correspondence and stipulated settlement agreements to CalHR for approval. Prepares declaration of service and serves disciplinary actions by personal service or by mail. Perform note taking responsibilities when required.

- ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned
- MARGINAL FUNCTIONS are minor tasks of the position that can be assigned to others

15% (E) Receiving, opening and distributing incoming mail for Labor Relations and Discipline Services staff. Reviews mail that is received from various Unions, the State Personnel Board (SPB), the Department of Human Resources (CalHR), and the Employment Development Department (EDD) and determines which staff member it should be directed to. Logs pertinent information into the Adverse Action log and/or the grievance/complaint database. Maintains office calendar and notifies staff via email of scheduled hearing dates. Daily activities include responsibilities related to packaging, labeling and mailing all outgoing mail from Labor Relations and Discipline Services staff.

15% (E) Responsible for maintaining permanent record of disciplinary actions/grievances/complaints including: updating the adverse action and grievance/complaint databases, updating the adverse action and grievance/arbitration logs; distributing final actions to the payroll services and classification and pay analysts; distributing hearing notices, appeal notices, stipulated settlement agreements; and making case files for the closed file room. Prepares weekly status reports pending actions and grievance issues and spreadsheets with information obtained from the Adverse Action and grievance/complaint databases.

15% (E) Maintains and organizes closed file room containing confidential and sensitive documents for the Offices of Labor Relations and Discipline Services including adverse actions, stipulated settlement agreements, grievances, arbitrations, unfair practice charges, negotiated settlement agreements, meet and confer requests/correspondence/notes/proposals/executed agreement, Union contract bargaining history, etc. Archives files according to the State Administrative Manual (SAM) procedures. Ensures that closed files are organized, maintained by filing the appropriate documents in the correct files.

10% (M) Facilitates staff meetings by securing a location, notifying participants and taking and distributing handouts and preparing binders for participants. Duplicates training material and prepares packets for Supervisor's workshop.

10% (M) Acts as receptionist for the Assistant Division Chief, Division of Safety and Management Services and the staff in the Offices of Labor Relations, Discipline Services, and Driver Certification and Substance Testing. Handle roll over calls from staff, locating staff when appropriate. Makes travel arrangements for the Assistant Division Chief, Division of Safety and Management Services and staff; monitors fax machine for correspondence related to adverse action cases, grievances/complaints, etc., makes photocopies as assigned by the Assistant Division chief, Division of Safety and Management Services and staff and orders office supplies.

SUPERVISION EXERCISED OVER OTHERS

N/A

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Possess good organizational skills, knowledge, proficiency and familiarity with computers and computer input. Must be able to operate basic office machines (copier, fax machine, etc). Must be proficient in business English, basic grammar, spelling and punctuation necessary to communicate effectively both orally and in writing; basic math principles. Must possess good organizational skills, knowledge and practice of superlative telephone skills, and computer skills such as Microsoft Word, Excel, and Powerpoint.

Ability to learn and use appropriate work methods to accomplish tasks.

CONSEQUENCE OF ERROR/RESONSIBILITY FOR DECISIONS

Incorrect information provided to the public, Department employees and management, external agencies, control agencies, labor unions, and private law firms may damage the Department's credibility. Incorrect information to employees could have a serious impact on the employees' rights to due process. Typing errors could result in misapplication of personnel practice relating to bargaining contracts, laws and rules.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

This position will have contact with all levels of Department staff. May have contact with other State agencies, control agencies, labor unions, and private law firms.

PHYSICAL, MENTAL AND EMOTIONAL EQUIREMENTS

Physical*:* The position requires sitting for long periods of time and daily use of the computer. Sitting may be in excess of 3 to 5 hours per day. Daily use of the computer may be in excess of 2 to 4 hours per day. May require occasional bending and stooping. May require occasional repetitive light grasping. May require lifting and carrying files up to 10 pounds.

Mental: Must have the ability to multi-task and to adapt to changes in priorities. Must be able to concentrate in order to review and create documents and meet deadlines. Must be able to follow direction.

Emotional: Required interaction with many people and may be subject to and have the ability to handle irate customers in a calm manner. Must deal effectively with pressure and maintain focus. Must be able to develop and maintain cooperative working relationships.

WORK ENVIRONMENT

While at the base of operation, the employee will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The employee will work in a cubicle

between the hours of 8:00 a.m. to 5:00 p.m., and will periodically attend meeting and/or training outside the office.

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.)

_____ _____

Employee Name (please print) Employee signature Date

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

_____ _____

Supervisor Name (please print) Supervisor signature Date