

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Office Technician (General)	DISTRICT/DIVISION/OFFICE Division of Procurement and Contracts	
WORKING TITLE Acquisition Support	POSITION NUMBER 702-019-1139-xxx	EFFECTIVE December 2015

As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by making sound ethical decisions; ensuring best value for the State; being innovative and flexible; working cooperatively with team members and customers; and treating them 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 Staff Services Manager I or II, the incumbent acts as a receptionist for the Division of Procurement and Contracts (DPAC) and performs a wide variety of complex office support responsibilities. The incumbent uses good judgment, tact, effective communication skills and knowledge of the division to respond to phone calls from external customers and the public. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' expectations.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)	Job Description
40% (E)	Serves as the primary receptionist for DPAC by receiving, screening, and routing telephone calls from internal and external customers. Gathers and disseminates information regarding DPAC organization to answer questions from the public or staff. Opens, sorts, and distributes incoming mail received from the postal office, interagency mail and courier service. Develops and issues the DPAC employee phone roster. Picks up and issues payroll warrants, travel checks and light rail passes obtained from the Cashier's Office. Maintains and files office records. Develops and maintains the DPAC Employee Roster and Floor Plan.
40% (E)	Provides support services to the Non-Information Technology Office. Reviews the Purchasing Submittal Box to assign incoming purchase requests to the appropriate analyst. Creates acquisition file folders. Distributes and files executed purchase orders.
15% (E)	Initiates supply orders for regular and special supplies and equipment. Uses initiative and good organizational skills to ensure office equipment

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and supplies are maintained and appropriately stocked in a central supply area. Incumbent is expected to take inventory, prepare purchase requests, order supplies, stock inventory, log orders, and research supply catalogs for needed supply items. Trouble shoot copier/fax machine and printer malfunctions.

5% (M) Provides backup to other support staff in the DPAC. Assists hiring managers by maintaining incoming applications, setting up job interviews and making interview packets for interview panel.

SUPERVISION EXERCISED OVER OTHERS

This position does not supervise other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be able to evaluate situations accurately and take appropriate action as well as interpret and apply specific acquisition laws, rules, policies and procedures.

Must be able to perform difficult and varied support service tasks; operate various types of office equipment; follow oral and written instructions; lift up to 40 lbs. and stretch/stoop to reach top and bottom file shelves on a daily basis; file documents on a continuous basis; keep accurate, detailed records; communicate and deal tactfully with the public and departmental personnel; and prepare correspondence when necessary.

Requires familiarity with Government Code, DPA rules, Policies and Procedures, Management Memorandums and other methods of information flow that govern records management, forms management and the conduct of employees during work hours. Must have the capability of working with personal computers. Must have ability to use Microsoft Office applications (Word, Excel and PowerPoint) and Outlook e-mail. Must have an aptitude for learning various other software programs. Keyboard use is approximately 75% of the time. Must be able to type at least 40 words per minute

In addition to independent work, must work well in a team environment. Must demonstrate capacity to assume increasing administrative responsibility. Must be able to develop a general overall understanding of the acquisition processes and how the incumbent's position relates to each process.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent must exercise good judgment in the processing of requests and the issuance of information to meet operational needs. Delays, inaccuracies, improper processing or loss of

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documents could result in jeopardizing the Department's delegated authority and delays in program delivery.

PUBLIC AND INTERNAL CONTACTS

Within the Department, communicates with districts, divisions and programs at various levels. Externally communicates with the Department of General Services, consultants, vendors and other members of the business community.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Requires the ability to operate various office machines requiring manual dexterity and the ability to stand, bend, stoop and lift up to 40 pounds. Must have the ability to stand for extended periods to perform copying/scanning tasks. Must be able to treat others with tact and respect and deal calmly with irate customers. Employees must be open and adaptable to change.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Due to periodic problems with heating and air conditioning, the building temperature will fluctuate. Office space consists of modular furniture appropriate for this classification. Overtime may be required and vacation restrictions may be imposed during peak workload and fiscal year-end closing.

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I have read and understand the duties 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'S NAME (Please Print)

EMPLOYEE'S SIGNATURE DATE

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

SUPERVISOR'S NAME (Please Print)

SUPERVISOR DATE