

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	DBFS/Office of Business Services and Security	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Administrative Support	702-035-1139-XXX	07/07/2014

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 direction of the Branch Chief, Business Services Branch, a Staff Services Manager I, the incumbent will perform various sensitive and technical administrative duties and must be able to type at least 40 words per minute. The incumbent will prepare correspondence, spreadsheets and various reports for the Office and Branch Chiefs and will act as a liaison between the Business Services Branch and the Building Operations Center for building related issues. The incumbent will act as the Department's Microfilm Coordinator and maintain the Document Management Retrieval System (DRS) for the Department's Cooperative, Highway and Maintenance Agreements. The incumbent will back up the Department's Custodian of Records by processing subpoenas.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	Provides administrative support to the Office and Branch Chiefs; assists in developing and preparing reports and gathers information for management ad hoc reports and other sensitive administrative duties; performs proofreading for grammar, spelling, logical and technical accuracy and content. As the unit's Training Coordinator, assists staff in obtaining training information, registration, confirmation and payment of classes; acts as a liaison between the Business Services Branch and the Building Operations Center, with responsibility for requesting assistance for the unit's facility maintenance issues, reviewing status reports and following up on pending issues. As the Business Services Safety Coordinator, updates and advises employees of emergency procedures and contact information.
35%	E	Acts as the Statewide Microfilm Coordinator, which includes indexing and monitoring aperture cards for quality control and preparing Records Transfer Lists to ship the microfilm to the State Records Center; coordinates the microfilming of the Department's Cooperative, Highway and Maintenance Agreements by entering the agreements into a tracking database; provides timely customer service in the retrieval of time sensitive documents.
10%	M	In the absence of the Custodian of Records for the Department, is responsible for processing subpoenas for employment records, Workers' Compensation and accident reports; works with the Divisions of Legal, Accounting, Procurement and Contracts, and Human Resources to coordinate records files and responses; creates Letters of Declaration, provides all records, as requested by the subpoena and receives and processes checks required by Civil Code Section 1985.3/1985.6.
5%	M	Distributes to and collects mail daily from staff. As a Cal-Cardholder, is responsible for completing purchase requests for office supplies and maintaining an inventory of supplies.

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 should have knowledge of general business practices, modern office methods, document handling, filing and records management; composition of correspondence, document preparation and review, oral and written communications, statistical and other record keeping, cashing and ordering and maintaining supplies and equipment.

Incumbent should be proficient in computer usage and software programs such as Microsoft Word, Excel, Outlook and

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Power Point. The incumbent should be able to type at the speed of not less than 40 words per minute and apply keyboarding skills on a computer at a proficient level, consistent with the classification. The incumbent should have the ability to adopt effective courses of action and apply logical thinking skills; develop logs and inventories for maintaining large amounts of data accurately; communicate and follow instructions effectively, both orally and in writing; make arithmetic calculations and proofread documents for grammar, spelling, logical and technical accuracy and content. The incumbent should be able to deal tactfully and effectively with employees throughout the Department and work independently with a minimal amount of supervision. The incumbent must be able to reason logically and quickly determine the best course of action for pending situations and demands.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for compiling accurate data to assist in the preparation of complex sensitive management reports. Failure to carry out the assigned duties, properly and on time, could result in litigation against the Department and hinder the Department's operations, potentially causing delays in meeting project delivery.

PUBLIC AND INTERNAL CONTACTS

Customer service is a top priority in this office. The incumbent must have the ability to deal with Caltrans employees at all levels, from entry level to top management positions, as well as partners and members of the public in a courteous, professional manner at all times.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: The incumbent must be able to sit for long periods of time at a computer keyboard and be able to lift 5 pounds.

Mental: The incumbent must have the ability to multi-task, adapt to changes in priority, and focus for long periods of time; must be able to organize and prioritize work assignments.

Emotional: The incumbent must have the ability to develop and maintain cooperative working relationships and respond appropriately to multiple workload requests and conflicting deadlines. The incumbent must have the ability to resolve emotionally charged issues reasonably and diplomatically.

WORK ENVIRONMENT

The incumbent will work in a climate-controlled modern office setting of modular furniture design. The primary work space is of modular design, under artificial light, containing computer and telecommunications equipment. 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

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE