STATE OF CALIFORNIA-DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	Admin/Equal Employment Opportunity Program (EEOP)	
WORKING TITLE	**POSITION NUMBER**	**EFFECTIVE DATE**
Office Technician (Typing)	702-040-1139-XXX	August 2015

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 (SSM) I, Equal Employment Opportunity Program (EEOP), and the functional guidance of the Staff Services Manager (SSM) I, Discrimination Complaint Investigation Unit (DCIU), the incumbent will perform a variety of general office duties within the Equal Employment Opportunity Program (EEOP)/Discrimination Complaint Investigation Unit (DCIU). The OT will be flexible in accommodating changing workload priorities as needed to assist areas within EEOP/DCIU. The OT demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations. Duties include;

TYPICAL DUTIES:

Percentages Essential (E)/ Marginal (M)[1]	Job Description
50% (E)	Based on departmental needs, performs duties including, but not limited to: receiving, screening and directing incoming phone calls for EEOP/DCIU; responding to a wide variety of confidential inquiries; providing typed documentation for verification of interviews, complaints, findings, etc. The incumbent will perform general office duties such as filing, ordering supplies and distributing mail. Assist in the preparation of DCIU case files. Provides assistance scheduling meetings for DCIU cases. Pulls and prepares confidential documents for DCIU cases for investigators, legal offices, and other internal and external partners. Ensures document files are maintained according to the department's retention schedule. Prepare EEO related correspondence. Ensure proper case file maintenance and perform data entry.
40% (E)	Assists EEOP Analysts with typing and creating documents. Assists EEOP Analysts with preparing for and conducting trainings. Creates and updates Excel spreadsheets and Word/PDF documents. Assists EEOP Analysts in scheduling meetings, reserving conference rooms and audio/visual equipment; electronically and in person. Greets staff from other offices, agencies and visitors. Escorts guests to appointments, interviews, or meetings.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

10% (M)	Provides backup to other staff in EEOP/DCIU as needed

[1] 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

Incumbent does not supervise staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must be able to use a word processing system such as Word, to write, review and edit reports, letters, memorandums and policy statements for grammar and formatting. The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs including but not limited to Word Excel, Adobe, Outlook and PowerPoint. Must have the ability to type 40 words per minute.

Incumbent must be able to take action independently, manage a varied workload and set priorities. Must be able to work closely and effectively with others and be able to communicate effectively, both orally and in writing. Must possess good organizational skills, knowledge, and practice of telephone reception techniques.

Incumbent must have a positive attitude and be a team player. The incumbent must be comfortable assisting with training courses, purchasing, and occasional travel when necessary for training and/or meetings.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequence of an erroneous action or recommendation based on an inaccurate analysis or investigation could result in an employee being inappropriately accused of a discriminatory activity and subsequent dismissal as well as possible litigation. The incumbent will make no independent recommendations for action to be taken by the Division Chief, District Directors, or Deputy Directors requesting consultation or an investigation. An error in judgment as to what should be obtained and reported during an investigation or EEO related analysis could result in adverse legal action against the State, Caltrans, and the Discrimination Complaint Investigation Unit, loss of funding revenue, legislative sanctions, betrayal of public trust, and embarrassment to the Department.

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 EEOP's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may cause disciplinary action, up to and including termination of employment.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

PUBLIC AND INTERNAL CONTACTS

The incumbent has daily contact with EEOP/DCIU staff, the public, visitors, management, and other personnel throughout Caltrans and other agencies. The incumbent must maintain a good working relationship with all customers, internal and external. The incumbent must work with others in a cooperative and professional manner. The incumbent must be able to treat personnel at all levels within the Department with tact and respect.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to bend, stoop, and kneel. Employee must be able to organize volumes of varied documents. Employee must be able to multi-task and prioritize work.

Physical requirements may subject incumbent to occasional bending, stooping, and kneeling. Incumbent must have ability to work on a keyboard, with a video display terminal and may be required to sit and/or stand for long periods of time. Incumbent may be required to rearrange training room furniture to properly set up for training classes.

Requires the ability to develop and maintain cooperative working relationships. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks with short notice. Must be able to organize and prioritize large volumes of varied documents. Incumbent must be able to deal effectively under pressure, maintain focus, and intensity even under adversity.

Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must be able to manage a diverse workload and keep manager apprised of workload status and any items that may impact timely completion. Required to consider and to appropriately respond to the needs, feelings, and capabilities of different people and different situations; must use tact and treat others with respect.

WORK ENVIRONMENT

While at the base of operation, the incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation. The incumbent will periodically attend meetings and/or training outside the office. Working hours will be set sometime between the hours of 8:00 a.m. to 5:00 p.m.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.