

POSITION DUTY STATEMENT

PM-0924 (REV 06/2013)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Division of Rail/Modal Administrative Services	
WORKING TITLE Office Technician (Typing)	POSTION NUMBER 900-075-1139-920	EFFECTIVE DATE

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. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT: (BRIEF SUMMARY OF THE MAIN PURPOSE AND FUNCTIONS OF THE POSITION. DESCRIBE THE SUPERVISORY RELATIONSHIPS INCLUDING THE CLASSIFICATION OF THE SUPERVISOR OR MANAGER TO WHOM THE INCUMBENT REPORTS. WHEN APPROPRIATE, IDENTIFY THE NEED FOR ANY CREDENTIAL OR LICENSE SUCH AS A DRIVERS' LICENSE.)

Under the direction of the Chief, Office of Modal Administrative Services, a Staff Services Manager I, the incumbent performs the most difficult clerical functions assigned to the Modal Administrative Services staff. The incumbent is responsible for independently completing assigned tasks based on general directions provided by his/her supervisor.

TYPICAL DUTIES: (BRIEF DESCRIPTION OF IMPORTANT DUTIES. RELATED DUTIES MAY BE GROUPED TOGETHER. USE ADDITIONAL SHEET IF NECESSARY.)

Percentage Job Description
Essential (E)/Marginal (M)¹

55%	Compose and type correspondence, reports, complex statistical charts, tables, graphs and any other type of document as needed ensuring compliance of Departmental guidelines and procedures.
E	
15%	Review documents produced by the Divisions of Rail for compliance with Department and Division standards. Evaluate adequacy of information provided and determine appropriate action to take based on general guidelines. May either independently make or effectively prescribe necessary corrections. Approval Requests and Cal-Card responsibilities.
E	
10%	Assist management and staff with the coordination of all Division files, including plans, documents, and reference books and materials to provide complete file/record management service. Assist with Transit Pass Payroll Deduction Program.
M	
10%	Assist with the development of new filing systems or revision of existing systems. Handle the most sensitive and confidential file materials. Gather appropriate background information.
E	
10%	As backup to the Modal Divisions' secretaries and in the role of receptionist to the Divisions, answers the telephones, responds to a variety of inquiries, gathers and gives information to the public, other governmental employees or staff requiring reference to a number of sources and explanation of applicable regulations
M	

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

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Knowledge of Aeronautics and Rail Divisions and how they fit into the overall departmental mission and goals.
 - Knowledge of office systems and procedures, incumbent must have the ability to lead others.
 - Ability to perform difficult clerical work; follow oral and written directions.
 - Ability to evaluate situations accurately and take effective action; make clear and comprehensive reports and keep records; apply specific laws, rules, and office policies and procedures.
 - Must possess team play skills and the ability to be fair, cheerful and follow businesslike procedures to accomplish objectives.
 - Must have interpersonal skills to handle internal and external clients on the telephone and in person.
 - Must have excellent English and grammar skills are necessary while working on written and oral instructions.
 - Must be flexible, open toward change and providing back-up support for other jobs.
 - Ability to adequately communicate with technical staff when receiving instruction or reporting on the progress of assignments. Regular attendance required.
 - Knowledge of various database software and ability to design, develop and implement database processes.
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SPECIAL REQUIREMENTS

Ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for implementation of assigned tasks based on guidelines furnished by his/her supervisor. Work is then completed independently and then makes recommendations. Decisions may be made in the absence of his/her supervisor in situations where immediate action is required.

Consequences of errors in judgment or inadequacies in recommendations and decisions could result in inadequate contract provisions that have been established to protect the State's interest in capital outlay and service provider contracts.

PUBLIC AND INTERNAL CONTACTS

Must work cooperatively with the Director's Office and with various Districts and Divisions within the Department, other state agencies, legislative offices, local governmental agencies, consultants and the private sector. Interaction may be extensive and sensitive. Information sought or provided typically requires logical research through various sources and may require origination of correspondence.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time.

Requires occasional bending, stooping and kneeling.

Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Develop new insights into situations and apply innovative solutions to make organizational improvements.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

Regular attendance is required.

Employees may be required to travel.

Overtime may be required.

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)

NANCY YOUNG

SUPERVISOR (Signature)

DATE
