

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION D20/Information Technology/Management Support Office	
WORKING TITLE Office Assistant	POSITION NUMBER 900-170-1139-001	EFFECTIVE DATE 10/01/2015

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 general direction of a Staff Services Manager I and CEA B as assigned divisional support, the incumbent performs a variety of complex administrative and clerical duties in an office that provides a high level of statewide customer service and support for the Information Technology (IT) Division comprised of 589 positions. The incumbent is expected to utilize a high degree of initiative, independence, responsibility and originality in the performance of their assigned tasks. General tasks include divisional tasks such as telephones, executive calendaring, meeting administration, developing meeting minutes, and specialty assignments such as generating and distributing reports and gathering statistics, conducting preliminary online research, documenting project status, prepare divisional presentations and other related tasks. The incumbent is required to maintain regular and consistent attendance.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
35% E	General divisional assignments encompass reception duties including answering, screening and directing incoming telephone calls. The incumbent will greet and screen visitors and provide visitors with the information requested or direct visitors to the appropriate staff. Incumbent will be a member of a clerical pool and will provide administrative and clerical support to Divisional assignments under the lead direction of a Division Chief (CEA B). Functions will include typing memos, making travel arrangements, processing travel expense claims, conducting preliminary online searches, tracking incoming correspondence, and creating and distributing correspondence such as application receipt letters and creating and distributing non-selected candidate letters, etc. Incumbents will have access to confidential documentation relating to payroll, recruitments, projects and/or investigations.
25% E	The incumbent will be assigned special functional tasks such as ordering and maintaining office supplies for Information Technology (IT) or assigned to manage programs such as Regional Transit Passes, Payroll, Employee Recognition (ERP), Employee Suggestion or the Public Information Act. Specialty tasks such as these require the incumbent to act independently and utilize a high degree of judgment to ensure efficient use of budgetary and allocated resources. The incumbent should be familiar with the AMS Advantage Procurement System or similar web-based procurement systems, the State Administrative Manual (SAM) and departmental guidelines. Incumbent will need to possess analytical ability to reconcile documentation and/or track project deliverables. The incumbent will be responsible for generating various Program tracking reports.
20% E	Recordkeeping - The incumbent will utilize both web-based and Microsoft Excel tracking tools to maintain statistics such as tracking spreadsheets for overall monthly inventory tracking and annual cost allocations. The incumbent will also manage logging in and tracking of all incoming vacancy applications and filing received applications with their respective PARF packages. This includes receiving, opening, sorting, stamping, copying, and distribution of all incoming applications. Incumbent will also assist with annual record retention functions such as archiving documentation and/or destructing files according to State Administrative Manual retention policies and procedures. Incumbent will also track the completion of employee Individual Development Plans (IDPs), probationary reports and/or Employee Expectation Memos.

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- 15% E The incumbent will be assigned rotational duties as departmental mail and document handler. This will include daily mail distribution, reviewing incoming mail and solicitations from vendors to determine which employees or organizational units should receive the mail for problem-solving, customer support, or disposition, running errands to outlying Caltrans IT offices that includes delivering mail, hiring packages, posting notices on bulletin boards, or other deliveries as deemed necessary by Management. Includes managing employee mail slots as staffing changes occur, handling special mailing needs (incoming or outgoing) as required, and provides reprographic support by preparing necessary documents to process large volume or special copy jobs through the HQ Reprographic Unit. The incumbent will back up other clerical and administrative staff during breaks, lunches and absences. This includes duties assigned within this classification in support of Human Resources, Security, and the Customer Service Office.
- 5% M The incumbent will back up other clerical and administrative staff during breaks, lunches and absences. This includes duties assigned within this classification in support of Human Resources, Security, and the Customer Service Office.

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

The incumbent must be skilled with Microsoft Word, Excel, PowerPoint and be familiar with database reporting.

The incumbent must have the ability to deal tactfully with other employees (customers) in IT and throughout the Department and vendor community as needed to perform work assignments. Must have strong organizational skills and possess excellent written and verbal communication skills. Ability to use a personal computer to enter budgetary information into Excel spreadsheets and to order supplies online. Must be able to communicate by electronic mail to all IT staff and possess the ability to learn and understand the purchasing methods, policies, procedures and guidelines set by the Department, General Services and the State Administrative Manual. Must be able to work in a confidential environment, have strong analytical skills, and be should be familiar with the completed staff work process.

The incumbent must be able to follow general directions and standardized practices and procedures. Must be able to assess customer needs and, based on the information gathered through research or customer feedback, must be able to determine services to be provided. The employee must be able to recognize when tact and confidentiality are required and must be able to maintain such confidentiality, determining appropriate documents needed for various transactions, and independently complete or distribute such documents as warranted.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment and decision-making could have a significant impact on the internal operations of IT. The incumbent is responsible for determining priority of work assignments in order to complete tasks in accordance with deadlines and within established guidelines. Self-initiative and close attention to detail is required. Errors in judgment and poor communication skills by the employee may result in incorrect office supply or equipment orders, billing errors, late deliveries and over-expenditure of budget resources.

PUBLIC AND INTERNAL CONTACTS

The employee will have extensive contact with customers including IT managers and staff, other employees in the Department, representatives from the vendor community and staff in both the Director's Office and the Governor's Office. In addition, the incumbent will work closely with IT Admin Office staff, Accounts Payable staff, and staff from the Department's Offices of Classification and Hiring/Transactions.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone. This position may require moving packages and boxes that range in weight from two to thirty pounds and stocking shelves that are six feet high. The incumbent may be required to bend at the waist or to squat when attempting to clear

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jams or troubleshoot problems with copiers. The incumbent must be able to travel or take Regional Transit to satellite Caltrans IT offices located within short distances of each other. Additionally, the incumbent must value cultural diversity and other individual differences in the workforce, adjust rapidly to new situations warranting attention and resolution, be open to change and new information, adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles, consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations, be tactful and treat others with respect, have the ability to multi-task, adapt to changes in priorities and complete tasks or projects with short notice.

WORK ENVIRONMENT

The incumbent is required to work in a climate-controlled office under artificial lighting.

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)

Carrie-Jean Jackson-Harris

SUPERVISOR (Signature)

DATE