

02-4-111

POSITION DUTY STATEMENT

PM-0924 (REV 9/2001)

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| CLASSIFICATION TITLE Office Technician (Typing) | DISTRICT/DIVISION/OFFICE/BRANCH/SECTION D02/Maintenance/Region Administrative Office | |
| WORKING TITLE Field Maintenance Liaison | POSITION NUMBER 902-610-1139-XXX | EFFECTIVE DATE 7/1/14 |
| 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 regularly and on time; 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

Under the direct supervision of the Maintenance Region's Regional Administrative Officer (RAO) the Office Technician/Field Maintenance Liaison is responsible for dealing with personnel issues of average to above average complexity; to include, but not limited to: data retrieval from various internal and external Department data base systems and programs; preparation, processing and filing of payroll and time-keeping documents; employee benefits, leave balance, and IDP/Probation reports; process timekeeping, accounts payable, receiving records, and Cal Card statements. The incumbent may also be tasked to create general correspondence and reports; work with Maintenance Region, District and/or Departmental personnel as well as, incoming public questions regarding Region matters. Must have knowledge of Region, District and Department policies and procedures; must possess a valid California class 'C' driver's license and a 40 wpm typing certificate.

TYPICAL DUTIES

| % of Time | JOB DESCRIPTION |
|-----------|--|
| 50% | E Prepare for processing of miscellaneous personnel documents; and advises employees regarding personnel matters (change of address, beneficiaries, pay, benefits, etc.). Process new hire document for permanent full time and/or permanent intermittent employees. Receive and process Travel Expense Claims (TEC) and/or Travel Advances; and ensure that the documents are accurate and processed timely. Assist District Office and Headquarters' Personnel Offices with all matters related to personnel issues; to include but not limited to, reconciliation of employee time or leave balances; pay and/or benefits discrepancies. |
| 20% | E Prepare and process various Maintenance Employee documents; to include but not limited to: IDL/NDI/FMLA, Separation, Out-of-Class documents; Probation/IDP and Expenditure Reports; employee Safety Glasses, CAL-Card payments and/or reports. Process and issuance of requested office supplies Required to type various letters, memos, and assist with special projects. Update all logs, employee lists and reports. |
| 15% | E Assist with entering daily field data into the Integrated Maintenance Management System (IMMS) via faxed daily timesheets for 35+ cost centers. Verifies payroll and compares TOPSS Time and Attendance reports with IMMS Timesheets to ensure correct hours are being reported and paid. Process necessary checks and balances within the TOPSS timekeeping system and reports exceptions to Headquarters Personnel Transactions to ensure additional pay is ordered when necessary. On a bi-weekly schedule, reconciles overtime and Permanent Intermittent reports including all shift differentials, skill pay and any other special pays earned by field employees' proper FLSA guidelines. Keep track of and make necessary changes to employee leave balances to ensure the balances are reported accurately on the employees pay warrants. |
| 10% | E Participate in all scheduled meetings, training, safety classes, etc. when requested. Provide back-up assistance during the absence of other office personnel, including, but not limited to: payroll, timekeeping, accounts payable and general office duties. |
| 5% | M Provide assistance as the Region Office Receptionist; and provide phone coverage. |

SUPERVISION EXERCISED OVER OTHERS

None.

However, during the absence of the Regional Administrative Officer, may act as a leadworker to other Office Technicians (T) and/or Part-Time Intermittent Office Technicians (T) in the Region Office in the completion of various projects; provide functional guidance in training and assisting new employees. Typically work at this level is rarely reviewed.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Incumbent must possess a 40 wpm typing certificate
- Knowledge of: Modern office methods; Business English and Communications; Record keeping procedures
- Requires knowledge of the Department's purpose, organization, policies and procedures, and an understanding of the Department's goals and objectives. Must have the ability to serve as a staff consultant to the Region's management on matters concerning personnel matters
- Must be able to read and interpret correspondence, set up methods for checking and cross checking records and other documents indicated in "Typical Tasks". Also, must be able to interpret and analyze various manuals, procedures memos, etc, to prepare reports in a timely manner and to apply the provisions of union contracts, FLSA guidelines, etc.
- Knowledge of computer system, computer applications such as a database, spreadsheet, work processing and other programs.
- Ability to act independently, be open-minded, flexible, and use tact in all interactions with other agency personnel and district staff.

CONSEQUENCES OF ERROR/RESPONSIBILITY FOR DECISIONS

Accurate and prompt processing of payroll documents is essential to avoid payment delays. Incorrect data causes over or underpayment of wages, delays payroll processing and requires extra effort to correct errors, resulting in increased costs to the Department. Transmitting and/or receiving inaccurate information when dealing with an emergency could result in hazardous situations for State personnel, travelling public or other public agency personnel. Erroneous information provided to management, district functions and the public may have a negative impact to the Department and/or State; failure to properly identify issues, resolve disputes, interpret and apply policies and procedures could result in non-compliance to various administrative rules, contract requirements, and pose health and safety issues.

PUBLIC AND INTERNAL CONTACTS

Answers phone, e-mail, and visitor inquiries—or refers questions to proper authority; communicate with all levels of District personnel, other State agencies, Headquarters, Vendors, and the public. Must be sensitive to staff requests for personnel and deal with high demand for information relative to Maintenance Region Functions. Substantial internal contact involving area Superintendents, Supervisors and crewmembers regarding questions or problems. Additional contacts include external agencies such as California Highway Patrol, County Sheriff's Offices, County Road Departments, City Police Departments, Fire Departments and Public Utilities.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Physical: May be required to sit for long periods of time using a keyboard and video display terminal and may occasionally require bending, stooping, kneeling and moving items 10# or more. Must have manual dexterity to operative computer for preparation of reports and forms. Must be able to travel to various locations.

Mental: Ability to be multi-task; adapt to changes in priorities and complete tasks or projects with short notice; ability to organize and prioritize large volumes of varied documents; and the ability to concentrate in order to review and create documents and meet strict deadlines.

Emotional: Must have the ability to work together in a cooperative manner; ability to resolve emotionally charged issues reasonably and diplomatically; deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; must be tactful and treat others with respect; Open to change and new information; and adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

WORK ENVIRONMENT

Employee will work indoors in a climate-controlled office under artificial lighting; may be required to visit off-site locations as needed; may be subject to dust.

I have read and understand the duties listed 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 *(Please Print)*

SIGNATURE

DATE

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

SUPERVISOR *(Please Print)*

SIGNATURE

DATE