

02-5-011

STATE OF CALIFORNIA -DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 9/2001)

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
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 providing administrative support to Field Maintenance employees requiring 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 documents, employee benefits, leave balances, and accounts payable documents. 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	Essential (E)	Marginal (M)	JOB DESCRIPTION
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| 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 documents 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. Type various letters, memos, and assist with special projects. File documents and update all logs, employee lists and reports in a timely manner. |
| 15% | E | | Participate in all Region Office and District Office scheduled meetings, and training, etc. when requested. Provide back-up assistance during the absence of other office personnel, including, but not limited to: payroll, accounts payable, safety, receptionist, phone coverage and general office duties. |
| 10% | E | | Receive, sort, log and distribute payroll documents; follow up with Management and/or Headquarters staff on any anomalies that may occur; document and closely monitor issues until resolved. Requires accuracy and close attention to detail. |
| 5% | M | | May require travel to assigned areas of responsibility, to assist Supervisors and/or Superintendents with scheduled interviews, meetings, or other special assignments as needed. |

SUPERVISION EXERCISED OVER OTHERS

None.

During the absence of the Regional Administrative Officer, may be asked to 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 assist other 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 systems and software applications, such as a database, spreadsheet, word 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 personnel 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, traveling 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 refer 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 crew members 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 of 10 pounds or more. Must have manual dexterity to operate a computer for preparation of reports and forms. May be able to travel to various locations.

Mental: Ability to 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 refrain from insubordination, follow supervisor's instructions, understand and follow Caltrans policies, avoid violent, disruptive or harassing behavior, maintain and develop cooperative working relationships with others; respond appropriately to difficult situations, recognize emotionally charged issues or problems and display empathy to others. Must be able to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting; may be required to visit off-site locations as needed; may be required to traverse office complexes, parking lots, and Maintenance/shop facilities.

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