

POSITION DUTY STATEMENT

PM-0924 (REV 3/2006)

CLASSIFICATION TITLE Office Technician – Typing	DISTRICT/DIVISION/OFFICE 03/659 Sunrise Region	
WORKING TITLE Office Technician – Typing	POSITION NUMBER 903-659-1139-xxx	EFFECTIVE

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:

Under the supervision of the Caltrans Regional Administrative Officer (RAO), the incumbent will perform efficiently and independently performing personnel, accounting, and clerical work for the Sunrise Region Office. This will include but not be limited to: various computer programs such as Word, Excel, and Access; typing projects/letters & memos; assist with employee health benefits; updating rosters; assisting with projects for RAO or Region Manager; answer telephones; and filing. Incumbent must be multi-task oriented, as this office is very busy with heavy workloads and many interruptions. Incumbent should possess good hearing, be able to handle emergency situations effectively, and be available to work alternate shifts and overtime when requested. Must be able to take directions & follow through concerning job performance to better understand field office procedures.

TYPICAL DUTIES:

**Percentage
Essential (E)/Marginal (M)**

- 50% (E) Operate various Region computer systems including but not limited to TOPSS timekeeping system; Integrated Maintenance Management System (IMMS); Word, Excel, and Access. Will be required to type various letters, memos, and special projects; provide phone coverage; update rosters/organization charts; process Travel Expense Claims (TEC's) for field crews; and assist in distribution of pay to employees. Provide general filing, mail distribution, photocopying, preparing & sending of facsimiles, and backup various duties for other staff.

- 25% (E) Answer the telephone, take and give complete messages. Organize, update, and maintain personnel files. General filing, mail distribution and other general clerical tasks.

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- 15% (E) Set up interviews, which includes typing and sending letters to the candidates. Complete miscellaneous personnel documents for Region staff, such as probation reports, IDPs, and MSAs. Order safety glasses, track and maintain the orders for the maintenance staff. Track various monthly reports.
- 10% (M) Answer inquiries in person, and refer to proper authority. This includes, but is not limited to, reports and inquiries from California Highway Patrol (CHP), local law enforcement agencies, the general public, and other agencies regarding vehicle accidents, damage to highways, and various other emergency situations.

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 EXERCISED OVER OTHERS

This position does not supervise.

SUPERVISION AND GUIDANCE RECEIVED

Employee will receive supervision from the Caltrans Regional Administrative Officer (RAO) or their designee. In his/her absence, the Region Manager or other qualified person may be in charge. Will receive training, as directed by RAO from co-workers.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Field Maintenance; accounting procedures; personnel procedures and policies; responsibilities and limits of maintenance functions; general office procedures, phone etiquette and proper filing procedures. Must type at least 40 WPM, supplying certificate where applicable.

Ability to: Understand and utilize provisions of Maintenance Management Systems ; interpret and execute instructions in various manuals and procedural directives; keep complex records; perform difficult clerical work; deal tactfully with other employees, the public and other agency personnel. Maintain confidential issues related to the operation of the Region Office and staff.

Ability to work effectively alone or with others.

Must have the ability to use good judgement and make sound decisions.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Errors may cause a waste of time and waste of tax dollars, as well as embarrassment to the Department.

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.

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PUBLIC AND INTERNAL CONTACTS

Required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. May have contact with other public agencies and private individuals almost daily in the course of assignment. Contact may be with hostile public, and employee is expected to maintain a favorable public image for the State.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Note: For standing, walking and sitting, along with several other activities, typical duties are used as examples in various situations to give ranges for the activities.

Standing, Sitting and Walking are described to equal 100% of the work time for a given period such as a work shift. The following are various situations and percentages given to illustrate typical ranges of time spent sitting, standing and walking:

- A. Standing and walking in office – 20%:
- B. Sitting - 60%.
- C. Bending – 10%
- D. Carrying less than 10 lbs – 10%

Lifting (Floor to desk/file cabinets) – Items listed may be any of the following but not limited to: boxes of files from desk and/or floor to file cabinets. May lift boxes of supplies to put away on supply shelves from floor to desk or table.

Carrying – Move supply boxes from floor to desk. Picking up mail from mailbox and distributing, carrying paper supplies to copy machine.

Overhead reaching – Grasping packages of paper from over the copier to load in copier. Putting away supplies on supply shelves.

Other Reaching – Picking up mail, distributing to mail slots.

Bending/Crouching/Squatting/Crawling – Bending to pick up paper, supplies, distribute mail.

Simple Grasping – This activity is necessary about 95% of the shift, moving papers on desk and counters, using writing instruments (pencils/pens, etc.) and handling work materials.

Fine Manipulation – This occurs in typing projects and assignments, writing sorting papers, filing, etc.

Importance of hearing – Essential on the job due to answering telephones calls.

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WORK ENVIRONMENT

Required to work in office setting that is high traffic volume, often dealing with many interruptions from this and a high volume of telephone calls. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete regular work assignments.

During the winter months the workweek is normally 5/8-hour days. May be required to work overtime due to storms, emergencies, special work projects, or when the Supervisor deems that it is in the best interest of the State to work overtime.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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)	DATE
EMPLOYEE (Signature)	DATE

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

SUPERVISOR (Print)	DATE
SUPERVISOR (Signature)	DATE