

<b>CLASSIFICATION TITLE</b> Office Technician – Typing	<b>DISTRICT/DIVISION/OFFICE</b> 03/709 Sutter/Sierra Region	
<b>WORKING TITLE</b> Office Technician – Typing – PI Seasonal	<b>POSITION NUMBER</b> 903-709-1139-	<b>EFFECTIVE</b> Sept 2014

**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 supervision of the Staff Services Manager I, the incumbent will perform efficiently and independently personnel, accounting, and clerical work for the Sutter/Sierra Region Office. This will include but not be limited to: data entry using various computer programs such as Word, Excel, and Access; typing letters, memos & forms; assist with employee health benefits; assist in radio dispatching; updating rosters; assisting with projects for SSM I or Region Maintenance 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. 40 wpm typing certificate is required.

**TYPICAL DUTIES:**

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

- 55% (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 forms; provide phone coverage; update rosters/organization charts; process Travel Expense Claims (TEC's) for field crews; and assist in distribution of pay to employees.
- 25% (E) 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.
- 15% (E) Radio dispatch and must be familiar with policy and procedures for proper dispatching including knowing law enforcement 10-codes and using them effectively. Must possess good hearing and possess a clear, well-modulated

***POSITION DUTY STATEMENT***

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speaking voice. Must be able to handle multiple radio calls and emergency situations.

- 5% (M) Provide general filing, mail distribution, photocopying, preparing & sending of facsimiles, and backup various duties for other staff including occasional assignment to the Kingvale Communication Center.

***SUPERVISION EXERCISED OVER OTHERS***

This position does not supervise.

***KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS***

Knowledge of: Field Maintenance; accounting procedures; personnel procedures and policies; responsibilities and limits of maintenance functions; general office procedures, proper radio policies and procedures, phone etiquette and proper filing procedures. Ability to type at least 40 WPM is desirable.

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.

Valid 40 wpm typing certificate is required.

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 also cause a waste of time and waste of tax dollars.

***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.

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***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 radio dispatching and answering radio calls from field personnel, also in answering telephones.

***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.

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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. May be required to work in the Kingvale Communication Center during snow or emergency incidents.

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