

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician - Typing	OFFICE/BRANCH/SECTION 04/External Affairs/District Director's Office	
WORKING TITLE Executive Support Office Technician	POSITION NUMBER 904-085-1139 - XXX	EFFECTIVE DATE

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 the Strategic Planning Branch Chief, a Staff Services Manager I, the Office Technician (Typing) performs various office duties in the Executive Office suite. This position does not supervise. The OT (T) is responsible for providing the clerical support as it relates to the Executive Front Office by performing various administrative tasks, and handling highly sensitive issues, which requires the incumbent to exercise a high degree of initiative and must be able to maintain a high level of confidentiality. Duties include but are not limited to:

TYPICAL DUTIES:

Percentage		Job Description
45%	E	Receive and screen incoming telephone calls and visitors, directs them to the appropriate District unit and or Deputy District Director, Chief Deputy District Director or District Director. Receives and dispatches telephone messages and ensures the communication is processed to the appropriate Deputy District Director, Chief Deputy District Director, or District Director. Upon request provides written copy of the telephone message transmittal. Provides information in response to numerous inquires from the Public, Local and Regional consultants, Sacramento and other State agencies and Municipalities.
30%	E	Receives, reviews, logs and distributes incoming mail or correspondence to appropriate Deputy District Director, Chief Deputy District Director, District Director, Divisional staff or office for reply. Reviews all outgoing correspondence and documents prepared by staff, makes copies of the documents, faxes the documents, or sends the documents via US mail or overnight mail.
15%	E	Provides occasional back-up assistance to the Executive Secretary I, Administrative Assistant I or to the Executive Assistant I should the need arise to ensure appropriate support staff coverage for the Deputy District Director, Chief Deputy District Director, or District Director. Such coverage shall be within the scope and technical responsibility of the Office Technician. This may include completion of reservations for meeting room locations for deputies and updating deputies calendar (making appointments, confirming and accepting meetings) if necessary.
10%	M	Prepare requisitions of equipment and office supplies and receiving records; maintains inventory of major and minor equipment using Cal-Card and EFIS system.

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

Knowledge of: Department's organization, activities, goals, policies and procedures. The incumbent must have knowledge of the principles, problems and methods of public and business administration. The incumbent must have knowledge of office management methods, supplies, equipment, principles, and procedures; Business English and correspondence as well as convention of formal written English including proper spelling, grammar and format.

Ability to: Think clearly, quickly, and creatively to analyze and solve problems logically and effectively. The incumbent must demonstrate ability to read and write English at a level required for successful job performance; type at 40 words

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per minute; perform specialized clerical work; keep complex records communicate effectively both orally and in writing; meet and deal with people. The incumbent must be able to establish and maintain cooperative working relationships; carry out assignments without detailed instruction; and speak/write effectively. Must be able to compose clear concise correspondence, reports, and technical documents, including correct formatting, typing and proofreading of documents. The incumbent must communicate professionally and tactfully with all individuals. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service.

Also must be able to utilize various office machines including personal computers, multi-line telephone system, copiers, scanners and fax machines. The incumbent must have the ability to multi-task; must be able to use good judgment in organizing and prioritizing workload to ensure deadlines are met. Must be able to identify requests for information and direct those requests to the appropriate parties for responses and or resolution. Must be able to maintain a high level of confidentiality.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Actions at this level affect the District and the Director's image and the ability to produce desired results. Good judgment, tact, and the ability to communicate effectively are expected of the incumbent. Errors may have a significant impact on the internal and external operations of the District and the Department.

PUBLIC AND INTERNAL CONTACTS

Public contact is limited to reception area, greeting District guests and telephone coverage. Maintains communication with all levels, including executive management, Districts and programs within the Department, public and private agencies. Maintains communication with special transportation interests external to the Department, including federal and state legislators, staff of the Governor's Office and Business, Transportation and Housing Agency and high-level transportation stakeholder organizations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position requires a person to be able to organize and prioritize large volumes of varied documents; to develop and maintain cooperative working relationships; to concentrate in order to review and create documents. Requires occasional bending, stooping and kneeling. May be required to sit for long periods of time listening using a keyboard, video display terminal and telephone. Position requires a person who is able to handle stress and irate customers professionally and effectively. Must remain calm under pressure and have the ability to multi-task. Must be very flexible and be able to serve as a team member along with other members of the executive support staff. Must have the ability to adapt behavior and work methods in response to changing information, conditions or unexpected obstacles and problems.

WORK ENVIRONMENT

Primary work area will be within the District Office located in Downtown Oakland, within a controlled indoor temperature with 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.

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE
