

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE OFFICE TECHNICIAN (TYPING)	OFFICE/BRANCH/SECTION DISTRICT 4 / SOUTHWEST REGION	
WORKING TITLE OFFICE TECHNICIAN (TYPING)	POSITION NUMBER 904-730-1139	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 general supervision and direction from the Caltrans Regional Administrative Officer (CRAO), the Office Technician is responsible for the most difficult clerical duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned task. Must exhibit exceptional customer service while performing clerical duties that support the Division of Maintenance when providing customer assistance over the counter, while answering phones and dispatching. In addition, the Office Technician will perform typing assignments and prepare spreadsheets for the following: Public complaints, Claims, Maintenance Service Requests (MSR) , Health and Dental Benefits during open enrollment, type and prepare Safety Reports on a daily basis. May act as back up for the input of Transportation Office Personnel Position Service (TOPPS) and Integrated Maintenance Management System (IMMS) timekeeping in the appropriate databases. The Technician will be required file, track and record the leave balances of employees on a regular basis and may act as the lead in the absence of the CRAO.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
30%	E	Respond to correspondence from various departments and agencies for the processing of MSR's that are sent from the District, generate service requests and forward to the appropriate Supervisor. Receive and log District Claims and send to the appropriate Supervisor.
20%	E	Maintain and create daily spreadsheets as needed for the various databases used within the South and West Regions.
20%	E	Type and process daily Safety Reports, 3067' 270's, and input all Driver's DMV Record Information into Staff Central.
10%	E	Input the Employee's Certification License data and update their Medical Examination Report for Commercial Driver Fitness Determination into Staff Central.
5%	M	Act as back up for all processing of the TOPPS, and IMMS timekeeping computer system. Maintain records of regular overtime, and all leave time for both Regions.
5%	M	Back up Radio Dispatcher. Will receive type and input dispatch radio messages for response to Hazardous spills, and trouble calls in connection with Highway Maintenance into the BAIRS system database.
5%	M	Required to answer and screen phone calls , assist at the front window, direct visitors, and log public complaints into the IMMS System.
5%	M	Warrant Distribution-Payroll is received from the District and must be separated per crew and logged in.

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 is required in this position, however in the absence of the CRAO, may be asked to act as Lead person.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of modern office methods and procedures, filing and telephones techniques. Must be proficient in the use of Microsoft Word, Windows and Excel software programs.

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Ability - Understand written and verbal instructions, makes corrections and recommends improvements when necessary. Must be able to perform difficult clerical work, including the ability to spell correctly, use good English, and make arithmetical computations. Must be able to organize and coordinate activities in order to maintain work flow.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Generally makes decisions and takes appropriate actions in performing office support. Poor decisions and errors in judgement could result in Monetary Liability.

PUBLIC AND INTERNAL CONTACTS

Must maintain good internal relationships with fellow employees, other Maintenance regions and other public contacts.(City, Fire Department , County and private citizens)

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements include overhead filing, and use of various types of copy and facsimile.

This position requires sitting for long periods of time using keyboard and display terminal.

Mental requirements includes sustained mental activity needed for the smooth flow operation of the office. Must have ability to deal with busy work environment and maintain accurate records and files.

Emotional requirements include the ability to develop and maintain working relationships with Co-workers, maintenance staff, all internal contacts, and the flexibility to handle change in office conditions.

WORK ENVIRONMENT

Incumbent will be located in a secured office building with adequate lighting, and appropriate parking space. Work Station consists of open area work stations with appropriate air conditioning in the summer and heat in the winter, along with three (3) other employees.

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.

SUPERVISOR (Print)

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PM-0924 (REV 7/2014)

SUPERVISOR (Signature)

DATE
