

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician - Typing	OFFICE/BRANCH/SECTION 06/Maintenance / North Region Office	
WORKING TITLE Reception Desk	POSITION NUMBER 906-639-1139	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 the primary direction of a Staff Manager I, Reception Office Technician serves as a first point of contact for anyone entering the Region Support office. Must be familiar with Maintenance Division various levels of responsibility. Advise and engage visitors and clients with great customer service while providing information and confidential integrity.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
50% E	Incumbent will operate a computer with word processing and spreadsheet capabilities while generating various correspondence in technical and non-technical areas consisting of letters, memorandums, forms, reports and charts. Assist and support Maintenance staff, with the following duties: Reception Desk: Greet visitors, answer, screen, and route telephone calls to the appropriate staff. Ensure members of the public and staff are given prompt and courteous service. Process all incoming and outgoing correspondence, reports, newsletters, and other publications, and route to the appropriate staff. Prioritize and distribute the most sensitive and confidential mail in a timely manner. Use and maintain the mail machine as necessary. Daily errands may include mail, document, packages, pickup and delivery as needed by internal and external customers. Maintain master files in the appropriate file folder location; and ensure integrity and accuracy of files.
25% E	Provides support to the branch as the attendance coordinator and personnel liaison. Responsible for ensuring M33's are collected and any errors corrected through the Time and Leave Reporting System (TLRS), completes Requests for Personnel Action (RPAs) through the CT PASS and Integrated Maintenance Management System IMMS, updates the organization chart and other appropriate documents for appointments or separations. Cross training is crucial to maintain succession of the office functions and this position provides back up and must maintain fluency with time keeping and all aspects related to employee time, analysis, reporting, and documentation.
15% E	Prepare and submit travel advances and travel reimbursement claims. Work with accounting to rectify any problems; order and maintain office supplies for assigned staff. Maintains the daily calendars and updates staff calendars as requested. This position provides support to various office staff and Supervisor, and may be required to assist in special projects as they arise, i.e. gathering information, compiling information, transcription, note taking, collating, documentation, etc.
10% M	Arrange for meeting for locals, agencies, management, HQ, Divisions, sales reps, both inside division, Districts, at various office locations, using Microsoft Outlook; send out meeting requests; set up conference calls, as needed; take meeting minutes. Provide administrative support, i.e. Prepares, duplicate, organize, assemble, and distribute all handout materials, for interviews, training, and leave balance, overtime reports, etc. Receive and sign for packages delivered to the Region Office. Report monthly copier readings to appropriate vendor. Use computer, and various

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other office equipment daily, i.e. mail machine, folding machine, copy machine, hole punch machine.

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 OR GUIDANCE EXERCISED OVER OTHERS

None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of modern office methods, equipment, and supplies, and knowledge of the laws, regulations, policies and procedures governing the assigned duties. Must have knowledge of English, including vocabulary, grammar and spelling, have the ability to use it correctly in the business office environment. Must have knowledge of and the ability to use a computer and common applications such as MS Word, MS Excel, IMMS and Staff Central as well as other general office equipment such as copiers and fax machines. For this position it is desirable to type a minimum of 40 WPM. Must be able to communicate effectively and follow oral and written directions, generate clear and comprehensive letters and reports. Must be able to review each situation and determine appropriate action by exercising good judgment. The incumbent will have interaction with a very diverse workforce and will be expected to handle sensitive assignments with tact and diplomacy; and promote EEO in employment and maintain a work environment free of discrimination and harassment. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information. Must maintain positive, working relationships, with staff, management; Districts, Headquarters, Agencies, Departments, local governments, the media and the public. The inability to greet and handle customer appropriately could result in poor public relations and cause delays in project delivery.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent is responsible for maintaining confidential integrity on issues that are sensitive in nature and related to the Support Office. Failure to maintain confidential integrity could result in breach of confidence and appropriate action(s) being taken against an employee, financial liability, and/or discredit to the Department. Errors in judgment, decisions or directions could lead to the inefficient use of resources, inaccurate or late employee pay and/or benefits, or loss of services due to payment issues. Legal issues due to delays in response to citizen or law enforcement calls could result in death or injuries to the public or state employees, as well as costly repairs.

PUBLIC AND INTERNAL CONTACTS

The Office Technician will confer with all levels of Caltrans management and staff at the District and Headquarters level, as well as members of the general public, union representatives, contractors, and other local & state agencies. The incumbent may also consult with staff from various control agencies for guidance and/or assistance.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard and video display terminal and ability to move large, cumbersome manuals and/or equipment from one location to another. Must be able to work under stressful conditions and restricted timeframes, quickly analyze and respond to requests for information or direction. The incumbent must have the ability to recognize emotionally charged issues or problems and able to respond appropriately to difficult situations with reason and diplomacy. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects on short notice.

WORK ENVIRONMENT

Most work is performed in a climate-controlled environment under natural and artificial light. Incumbent may also be required to travel to the District Office and maintenance stations within the District, plus attend off-site meetings and travel to Headquarters occasionally.

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.)

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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)

SUPERVISOR (Signature)

DATE