

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Dist. 7/External Affairs/Executive Support	
WORKING TITLE Office Technician (Typing)	POSITION NUMBER 907-003-1139-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 supervision of the Staff Services Manager I, Public Affairs, the incumbent is a valuable member of the office and part of the Executive Office clerical support team. This incumbent is responsible for coordinating and maintaining the general needs that are required to support the Deputy District Directors (DDD's) and assist the Executive Office.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
30%	E	Serves as a first line representative for Caltrans District 7, Executive team. Greets visitors and staff, notifies the DDD, of the visitors and staff, and directs them to appropriate Office Chief or staff. Answers and screens incoming calls from the public, media, other district offices and other agencies. Answers basic questions and directs more complex questions to appropriate personnel or agencies, per the Department's policies and guidelines. Records outgoing messages on office voice mail, checks messages left after hours and either responds directly or directs them to appropriate personnel, per Department's policies and guidelines.
20%	E	Oversees and maintains the calendaring functions for the DDD. Under the direction of DDDs, provides logistics support to the Weekly Staff meeting with Office Chiefs or staff, and other meetings as needed. These logistical services include, but are not limited to: Schedule meetings, reserve conference rooms; Prepare meeting agendas, record the action items at the meetings and track progress as needed. Prepares, types and distributes weekly calendars. Responsible for the scheduling calendar for meetings in the executive conference rooms and, in coordination with Headquarters Information Technology unit, coordinating information technology provisions necessary for meetings in these rooms utilizing video teleconference and secure telephone bridge lines.
20%	E	Responsible for developing and maintaining a filing system for DDDs. Types records management reports for supervisor's review in relation to periodic reporting requirements. Responsible for processing and distributing incoming and outgoing mail for DDDs. Logs, date stamps and addresses all copies of facsimiles received, distributes to the appropriate Office Chiefs or staff. Assists with scheduling interviews rooms and notifications as needed.
20%	E	Types and maintains various phone lists (emergency, city, Los Angeles Metropolitan Transportation Authority, media and Headquarters). Types letters, memos of sensitive material, prepares forms and notes from meetings and conferences as requested. Assist Government Affairs staff on Director's Office Tracking System letter tracking system, as requested. May originate a variety of material including memorandums, letters for speaking engagements, internal and external agendas and reports briefs received from oral communications. Coordinates meetings and appointments, creates agendas and records meetings as needed.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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10% M Responsible for receiving, sorting, logging and distributes red folders for DDDs. Responsible for tracking and updating the Divisions red folder log, Annual Leave Balances and expenditures. Requests services from Facilities and IT Division when needed. Also backs up the Executive lobby as needed.

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

Knowledge: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

The Office Technician (Typing) is required to work directly with Media Relations & Public Affairs, District and HQ Executives and other staff members. Required to maintain accurate files, organize work, and set priorities, exercise sound, independent judgment within established guidelines.

Ability to: Perform difficult clerical work, including ability to spell correctly; operate various office machines. Follow oral and written directions; evaluate situations accurately and take effective action. Make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively and provide functional guidance. Must be able to analyze data and situations, reason logically and objectively to solve management problems and present recommendations to management orally and in writing and be able to implement recommendations.

The incumbent must be able to maintain a high level of confidentiality.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for satisfactory completion of assigned tasks. Failure to perform could result in project delays with associated costs to taxpayers. The Office Technician (T) is responsible for the accuracy and timeliness of all completed assignments. Delayed completion, poor judgment, and inaccuracy of an assignment can adversely affect decision making and project delivery if meeting schedules are not met.

PUBLIC AND INTERNAL CONTACTS

The Office Technician (Typing) is responsible for producing work of professional quality with wide latitude for originality and freedom of action, including access to resource persons within or outside the District; consults with other members of the staff as may be necessary. There will also be considerable contact with the public and external agency personnel through phone calls and in-person meetings. Incumbent must be tactful and professional.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

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 cooperate as a team with others members of the unit.

WORK ENVIRONMENT

Primary work area will be within the District Office located in downtown Los Angeles in a climate controlled office under artificial lighting. Incumbent may be required to sit in the office for long periods of time using the computer and answering the phones.

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

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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)

SUPERVISOR (Signature)

DATE