STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
OFFICE TECHNICIAN (TYP)	ADMINISTRATION/STAFF DEVELOPMENT/MAIL ROOM	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
MAIL SERVICES TECHNICIAN	908-032-1139-	

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

GENERAL STATEMENT:

Under the direction of External Affairs Manager, a Staff Service Manager II, the Office Technician (Typ) performs a variety of complex clerical duties required for the efficient operation of Mail Services, including: all sorting, delivery, and acceptance of all incoming and outgoing mail. Ensures appropriate postage for outgoing mail and dissemination of incoming mail. A positive attitude and commitment to providing quality customer service that is accurate and timely is critical to the Administration function.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
40%	E	Responsible for all sorting, deliveries and pick up of all incoming and outgoing mail, which consists of correspondence received from the public and outside agencies, in-house mail, United States Postal Service (USPS), United Parcel Service (UPS), FedEx and other carrier mail and all courier mail; metering of outgoing mail such as rent bills, invoice payments to vendors, excess land sales and bid packages for various projects. Provides customer service and general instructions to employees on how to prepare items for mailing or shipping, and prepares necessary forms for certified and overnight post office mail. Types applicable forms, including Fed Ex forms and types tracking logs for all incoming packages.
20%	E	In consultation with the supervisor, processes the proper management of the FedEx, Golden State Overnight and postage contracts, including: developing detailed descriptions of services; requesting services; ensuring compliance with contract provisions; monitoring contractors' progress to ensure work is on schedule, complete, and acceptable; approving products and/or services; reviewing invoices; monitoring expenditures; process payments; requesting timely contract renewals or amendments when necessary; and closing out contracts.
20%	E	Using MS Word and Excel, provides typing support to the External Affairs manager and division, including but not limited to typing correspondence from hand-written drafts or typed drafts: memorandums, letters, purchasing justifications, training announcements, e-mails, equipment inventory listing and unit Process Guides.
15%	E	Responsible for the operation of the computerized Mail Management System which tracks all expenditures through the Document Control Center (DCC) and bar-coding system which records the volume and expense of mail by division/unit expenditure authorization. Maintain an efficient DCC including maintaining logs, pickup mail from the USPS, and ensuring postage meter is inspected at Post Office.
5%	M	Assist other Administration functions, i.e., District Cashier, Training, Map Files, etc. with various clerical and administrative assignments.

[1]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.

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KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of computer applications programs such as MS Outlook e-mail, MS Office, Word and Excel; modern office methods, supplies, and equipment such as scanners, copy machines, and printers. Knowledge of various filing systems and techniques. Must demonstrate proficiency in business English and correspondence by independently using a wide knowledge of vocabulary, grammar and spelling.

Ability to perform difficult clerical work; make arithmetical computations; follow verbal and written directions; evaluate situations accurately, take effective action with follow-through procedures; communicate effectively and tactfully with the public, all levels of District, field, office and Headquarters employees. Must have good telephone etiquette.

Ability to work independently, evaluate situations and make recommendations to supervision; apply specific laws, rules and office policies and procedures; when appropriate, take pro-active measures in performing routine work assignments to ensure workload is performed accurately and timely.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Independently performs complex clerical work and ensures compliance of various administrative requirements; responsible for taking independent action and must exercise initiative in carrying-out assigned duties. Erroneous information provided to Department employees and the public could result in monetary loss to the state; failure to properly resolve issues, interpret and apply policy could result in non-compliance to various administrative rules and policies. Inappropriate decisions and errors could greatly inconvenience employees and the public, and adversely affect Caltrans' public image or could result in legal action against the state.

PUBLIC AND INTERNAL CONTACTS

Independently communicate with all levels of staff and public both verbally and in writing. Must develop and maintain good working relationships with internal and external customers.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Requires manual dexterity to use a computer for preparation of correspondence. Must be able to sit for prolonged periods of time to use a computer, keyboard, monitor and telephone; possess ability to move up to 35 lbs. Must have ability to sustain walking for extended periods of time.

Mental: Must be able to sustain mental activity to prepare correspondence, solve problems, formulate solutions and initiate appropriate actions; possess mental ability to respond logically and calmly to irate customers. Possess a positive, customer-service oriented attitude. Employee must be self-motivated and work independently and as a team player. Must be punctual and maintain good attendance.

Emotional: Must be able to develop and maintain cooperative working relationships; handle challenging situations in a calm manner. Must have the ability to multi-task, adapt to changes in priorities, complete tasks within limited time frames.

Must possess sufficient strength, ability, endurance and sensory ability to perform the duties contained in this duty statement with or without a reasonable accommodation.

WORK ENVIRONMENT

While at the base of operations, employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperatures may fluctuate. Employee may also be required to occasionally travel to the post office.

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