STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	Program Project Management	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Division Secretary	908-200-1139-xxx	

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 direction of the Deputy District Director, Program Project Management, the Office Technician serves as the Division Secretary. Performs a variety of clerical assignments and also provides assistance to other staff in the division as needed.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	Responsible for independently composing correspondence; scheduling meetings with Executive Management, Office Chiefs, Project Managers, and local agencies; tracking appointments and events on daily basis for the Deputy District Director. Handle and distribute mail; responsible for word processing all correspondence; proofreading documents for accuracy, quality and assurance of proper format. Assist in ordering equipment and supplies for the Division.
40%	E	Operate a desk computer with word processing capabilities. Applications other than word processing will include a database program to catalog and maintain office files, records and distribution lists; and preparing charts, graphs and spread sheets. Adapt additional programs as other applications are developed. Provide customer service to internal and external stakeholders.
10%	E	Answer and screen telephone calls and direct them to the Deputy District Director or take messages, and/or redirect calls to proper staff. Assist Executive Secretary and other Division Secretary's as needed.

[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.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of modern office methods and procedures, ordering supplies and equipment, filing and telephone techniques, and good business English and correspondence format. Must be able to follow oral and written directions and procedures, apply specific laws, rules and office policies and procedures. Must be able to perform difficult clerical work. Must be able to prepare correspondence, reports and keep independent, clear, comprehensive, neat and accurate records.

Must be able to handle stressful situations and perform more than one task at a time, respond quickly, and be able to appropriately prioritize responses. Must be able to operate various office machines, including microcomputer and must have a good working knowledge of computer applications such as spreadsheet, word processing and database management programs.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to evaluate situations accurately and take effective actions; make decisions independently; communicate effectively; speak clearly and concisely; control communications when necessary; and deal tactfully with the public, co-workers and others.

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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The Office Technician must use tact in working with all types of people, is responsible for making diplomatic decisions consistent with State policies and regulations. Good judgment and tact are a prerequisite in all actions. Any failure in this area can result in embarrassment to the Department and the District.

PUBLIC AND INTERNAL CONTACTS

Has regular contact with Caltrans' office, public and local agencies. These contacts could be by telephone, personal contact and in writing. Because of sensitive issues that may be involved, this position requires a pleasant personality and ability to interact favorably with the public and fellow employees.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical Requirements: Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires occasional bending, stooping and light lifting.

Mental Requirements: Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Must be able to accept public criticism.

Emotional Requirements: Must be able to develop and maintain cooperative working relationships and appreciate cultural diversity and other individual differences in the workforce. May be subject to and have the ability to handle irate situations in a calm manner. Must be able to coordinate directions and information with other staff in a non-condescending manner.

WORK ENVIRONMENT

You will work in a climate-controlled office and under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employee is working in large open office with other state 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)

SUPERVISOR (Signature)	DATE