

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 8 - Design	
WORKING TITLE Division Secretary	POSITION NUMBER 908-206-1139-004	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 Deputy District Director for Design, a Principal Transportation Engineer, and direction from Design Managers, the Office Technician performs a variety of difficult clerical assignments for the Design Division.

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35%	E	Arranges meetings, prepares agendas, prepares meeting minutes, makes appointments and commits the time of the Design Deputy District Director; answers telephones, takes messages and follows-up on requests; screens visitors and telephone calls. When appropriate, refer to other staff members or personally provides information.
35%	E	Operates a personal computer with word processing, spreadsheet and database capabilities; screens, prioritizes and types correspondence consisting of letters, memorandums, forms and reports; proofreads and edits documents for completeness, accuracy and conformance with the Caltrans Correspondence Manual and other reference materials. Reviews incoming mail and appropriately screens, distributes and follows-up. Maintains office-filing system including Design Division phone roster and training records.
20%	E	Independently composes and types routine correspondence such as memorandums and letters; coordinates and schedules meetings for the Deputy District Director; provides clerical support for the Design Division. Maintains office supply inventory needed for the Deputy District Director.
10%	M	Makes travel arrangements and prepares Travel Expense Claims (TECs) for the Deputy District Director. In the absence of the District Director's Secretary, will assume the duties and responsibilities of the position.

<sup>1</sup>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 the District's organization; ability to work independently; follow oral and written directions and procedures. When necessary, apply specific laws, rules and office policies; ability to handle stressful and demanding situations. Ability to deal with members of the Legislature, Executive Management, Local Governmental Agencies, Private Industry Representatives and the General Public in answering inquiries, and providing information; discreetly handle confidential and digital sender; type 40 net words per minute; knowledge of personal computer systems, Staff Central, Microsoft Word, Excel, Access, Outlook and other application programs.

Must be able to perform difficult clerical work timely and accurately; evaluate situations and take effective action; make simple arithmetic computations and demonstrate capability to learn and operate appropriate computer programs with minimal supervision.

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## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to perform tasks that require independent judgment, tact and discretion; execute typing assignments timely and accurately. Failure to fulfill these requirements can cause unnecessary delays, poor public relations, embarrassment to the District and possibly cause financial losses to the District, consultants and local agencies.

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## PUBLIC AND INTERNAL CONTACTS

Has daily contact with District staff and frequent contact with Headquarters and the private sector, which includes consultants and staff from local agencies.

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## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

### Physical

May be required to sit for long periods of time using a keyboard and display terminal. Requires the ability to focus on tasks for an extended period of time. The position may occasionally require bending, stooping and kneeling. May be required to transport mail to various units within the District. May be required to pick up expedited supply orders or warehouse orders for distribution.

### Mental

Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice; ability to organize and prioritize large volumes of varied documents; and the ability to concentrate in order to review and create documents and meet strict deadlines.

The work involves some analytical ability. Must possess a sustained mental capacity of analysis, problem solving and reasoning.

### Emotional

This position requires constant interaction with both internal and external contacts. It is important that the incumbent works with others in a team environment to develop and maintain cooperative relationships. Ability to establish and maintain friendly, business-like relations with those contracted in the course of the work; deal effectively with pressure; maintain focus and intensity yet remain optimistic and persistent, even while working under adverse conditions. Is open to change; adapts behavior and work methods when presented with new ideas, changing conditions, or unexpected obstacles. Behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service. Values cultural diversity and other individual differences in the workforce.

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## WORK ENVIRONMENT

While at the base of operation, will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

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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)

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EMPLOYEE (Signature)

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DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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