

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE Office Technician - Typing	OFFICE/BRANCH/SECTION District 8 Program/Project Management - PMSU-DM	
WORKING TITLE Office Technician	POSITION NUMBER 908-218-1139-	EFFECTIVE DATE

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 direct supervision of the Office Chief of Project Management Support Unit - Data Management (PMSU-DM), a Staff Services Manager I, incumbent independently performs complex clerical duties to support the Division staff.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% E	Provides clerical support for the Chief of PMSU-DM, and all division staff, including Project Managers and Administrative staff. Operates a computer with word processing, spreadsheets, database, and various other capabilities to meet the needs of the division. Types, copies, sorts, distributes, and prioritizes correspondence, forms, charts, tables, and reports on a wide range of subjects. Requires a thorough knowledge of departmental procedures and policies.
35% E	Project Resource and Scheduling Management System (PRSM) Help Desk Support. Provides on-line support for HEAT ticket issue resolution in relation to the PRSM application to all levels of staff, including Project Managers and Task Managers. Provides information and assistance to staff in the use of the PRSM system in the administration of work activities.
20% M	Disseminates documentation to district personnel pertaining to Program/Project Management (PPM) functions, processes daily mail for the PMSU-DM unit, and maintains several vital filing systems in relation to projects and expenditures for Program/Project Management division.
5% M	Is responsible for set-up and take down of various equipment, such as laptops and projectors in preparation of PPM Division meetings, including Monthly Status and Safety Horizon meetings.

¹ESSENTIAL 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 a thorough knowledge of the District's organization and the programs under the individual Division Chief's direction. Must also have detailed knowledge of the District's principles, rules, and policies with regard to these programs. Must demonstrate capability in performing complex clerical work, create clear and comprehensive reports, keep accurate records, and prepare correspondence independently. Must be able to operate a computer and an aptitude for learning various software programs. Must have working knowledge of Windows computer workstation operating system and service applications such as Enterprise Resource Planning Financial Infra-Structure (E-FIS), Info Advantage, Filemaker and PRSM. Must be able to speak and write effectively, analyze situations accurately, and take effective action. Must be able to follow oral and written directions.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Under the supervision of the Office Chief, the incumbent will make decisions delegated by the Office Chief. Will be required to demonstrate an interest in assuming increasing responsibility, employ mature judgement, loyalty, poise, tact and discretion.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work with all levels of staff and management within the Division of Program/Project Management. Must maintain open lines of communication with all support staff, so that projects can be delivered on time and within budget parameters. Maintaining strong working relationships with the Project Managers and Task Managers is critical.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: The incumbent will be required to sit for long periods of time using a keyboard and video display terminal. The position requires manual dexterity to operate a computer for preparation of project models, reports, and forms and requires occasional bending, stooping, and kneeling.

Mental: Must be able to sustain mental activity to produce reports, problem solve, analyze and reason solutions and take the initiative to effectuate appropriate actions. Must have the ability to multi-task, adapt to changes in priorities, and complete projects within short time frames.

Emotional: Must be able to maintain emotional control during conflicts. Must be able to develop and maintain cooperative-working relationships with those contacted in the course of work, communicate effectively and respond appropriately to difficult situations: recognize emotionally charged issues or problems and perform appropriately for a given situation. Must be able to deal effectively with pressure, maintain focus and intensity yet remain positive and persistent, even under adversity. The employee must be open to change and new information: adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Must behave in a fair and ethical manner towards others and demonstrate a sense of responsibility and commitment to public service. Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

WORK ENVIRONMENT

While at their base of operation, the incumbent will work indoors in a climate-controlled office under artificial lighting. Activities include, but are not limited to, sitting for prolonged periods of time while using the telephone, keyboard, and video display terminal. Keyboard use will be approximately 75% of the time. May require employee to work overtime and vacations may be restricted during expected and/or unexpected peak workload periods.

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