STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
OFFICE TECHNICIAN (TYPING)	D8 - CONSTRUCTION - Unit 2310	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
ADMINISTRATIVE SUPPORT TECHNICIAN	908-500-1139-003	

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 direction of a Staff Services Manager I, independently performs advanced clerical duties for the Division Supervising Transportation Engineers and their staff, in support of the efficient operation of the Construction Division. Possession of a valid driver's license is desirable.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
40%	E	Clerical support: Provide clerical services to staff in the Division of Construction. Types letters, memos, charts, tables, etc. Updates forms and routing distribution lists. Enters information (reports, correspondence, tabulations, labels and charts etc.) via keyboard into a personal computer. Stores and retrieves documents from a personal computer and keeps records relating to miscellaneous documents. Prepares, disseminates, and files miscellaneous notices to Division personnel. Assembles, makes photocopies, sorts, and bundles miscellaneous documentation, reports, information as needed. Routinely monitors scanner/copier/fax equipment and appropriately distributes documents. Ascertains the equipment is in working order and stocked with paper and toner daily. Makes minor adjustments as necessary to equipment to maintain in working order. Notifies purchasing analyst of needed machine repairs, supplies. Performs miscellaneous clerical tasks i.e., make a phone calls, retrieve forms, photocopy large packages of information, print and seal envelopes, make certificates, etc., as requested by Division personnel. Mail: Retrieves, sorts and distributes Division mail. Determines appropriate mail distribution and sorts into mailboxes and/or repackages for redistribution to field offices. Prepares mail labels, determines proper shipping method, maintains stock of mail supplies, prepares mail distribution lists/forms, updates same, prepares and sends notification of address changes via email to Division/District personnel. Required to verify receipt of all contract-related documentation via date stamping all incoming contract documents. Maintains the mail area in an orderly, clean state. On occasion, may be required to travel to the District Office or outside mailing center for retrieval and delivery of mail. Travel Expense Claims (TEC): Reviews and logs all Travel Expense Claim documents for the Division. Reviews for completeness, proper approvals, and required support documentation. Submits all TECs to Headquarters Accounting for processing timely. Vehicles: Assists and acts as backup to the Division Vehicle Coordinator. In that capacity, assists in providing support for approximately 240 vehicles which includes maintaining the Division's loaner fleet, issuing loaners to staff when needed, requesting repair services for disabled vehicles, reporting lost or stolen Voyager fuel cards, delivering or picking up vehicles from the equipment maintenance shop, refueling vehicles and taking vehicles to car wash facility as necessary. Telecommunication: Assists and acts as backup to the Division Telecom Coordinator. In that capacity, assists in providing support for approximately 200+ cellular phones and mifi cards which includes preparing and processing documentation for the replacement/repair of portable

communication devices. Assists staff in repair and use of equipment. Reviews monthly cell phones bills for Division for proper usage according to Department policies and guidelines. Notes any deviations of proper usage for further action by Division's Telecom Coordinator. Distributes bills to appropriate Supervisors. Assists in preparing documentation relevant to the loss, theft, and damage to portable communications devices.

30% E

Meeting and Training Facility Assistant: Maintains the Division's media equipment. Keeps current inventory of items. Creates and maintains an accurate log of items loaned to staff. Ascertains the equipment is in working order. Makes minor adjustments as necessary to keep equipment in working order. Notifies procurement analyst when equipment is in need of repair or replacement.

Acts a Division liaison for media set up and operation during Division-sponsored events and for events held by others. Sets up media and provides media support during event. Prepares agenda and sends invitation/notifications to attendees regarding meeting events. Takes, prepares and distributes meeting minutes for Senior Staff Meeting and other Division meetings as required. Identifies action items, and follows up for response before next meeting.

Makes meeting/training room reservations/cancellations as needed. Make appointments and arrange meetings for Division management, and prepare, gather, and distribute materials for the meetings. Make and post directional signs. Coordinates presentations and equipment needs.

Employment Support: Updates Division's monthly organizational charts and phone lists. Prepares correspondence related to employment i.e., selection/non-selection of personnel, photocopies materials, responds to request for position information i.e., duty statements, etc. Prepares and purges files.

Order stationery supplies for Construction Units in the Southern Regional Lab (SRL). Determine supplies available from catalogue, substitute like products as needed, research product information on internet, make vendor contacts for purchasing information, prepare purchasing forms, obtain funding approval, submit and pick up supplies from Division Purchasing staff, deliver supplies to staff in the Construction SRL. Sign/pick up supply orders from vendors, deliver to purchasing unit. Maintains Division's stationery supply inventory database. Enters all purchases and distribution transactions to establish ordering point levels.

20% E

Office Manager and Construction Staff Support Services: Performs various tasks in support of administrative functions and office operations for the managerial staff. Includes setting up original form letters, developing complex forms, composing and proofreading letters, memos, and reports. Prepares written information in accordance to general guidelines. May involve researching information i.e., unit numbers, project codes, Resident Engineer assignments, various administrative procedures, internet database searching, and contacting District employees and the public for information. Evaluates information/documentation provided for adequacy of information and determines appropriate action necessary to complete tasks. Prepares statistical charts, tables, and graphs, etc., utilizing various resources of data. Develops filing systems and/or revises existing databases of information to accomplish work. Maintains sensitive and confidential file materials for management level personnel. Files CCO/Construction Contract Administration documents as directed by Unit staff weekly.

10% M

Payroll Assistant: Serves as backup to the Division's payroll liaison. In that capacity, sorts payroll, determines if checks belong to Division personnel, contacts employees via phone/e-mail to collect checks. Prepares and updates current employees list, instructs employees to prepare check disposition forms, prepares mailing labels/envelopes, mails pay warrants, logs/keep records of check distribution and returns pay warrants to District Cashier if necessary. Determines if checks are needed and researches prior work location of employees, identifies their unit number, and retrieves the pay warrant from that location. Travels to District Office to pick up payroll for Division staff located at the Southern Regional Lab.

Travel Arrangements: Acts as backup to the Division's secretary to provide assistance to staff in making travel arrangements. Includes obtaining airline schedules, contacting car rental/hotels for information, making reservation for air-flights/car rental/ hotel room/ motor pool. Obtains and distributes updated travel information as needed. Special Event Liaison: Serve on various District committees in support of staff recognition and State sponsored events.

[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

Knowledge of the Construction program, its organization, administrative processes, practices monitoring/tracking, status reporting.
Knowledge of proper correspondence formatting, grammar, punctuation, and spelling.
Ability to establish and maintain friendly and cooperative relations with those contacted in the course of work and to communicate effectively.
Ability to operate office equipment; i.e., computers, telephones, fax and copier machines.
Ability to comprehend and analyze miscellaneous documents, charts, databases, and recognizes deficiencies as they arise and develop workable, effective solutions.
Ability to manage a wide variety of responsibilities effectively.
Ability to perform a variety of tasks on a priority basis.
Ability to develop alternative solutions and strategies to deal with issues and problems.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must maintain accurate and current records of all employee-related documentation, contact numbers, office locations, and mail. Failure to do so could result in miscommunication leading to late payments to employees, delay of information to employees which cause confusion, and/or lack of action on the part of office/field staff due to non-notice of contract information.
Incomplete information and documentation could result in loss of monies, legal liabilities, loss of integrity and/or embarrassment to the State.

PUBLIC AND INTERNAL CONTACTS

Extensive contacts with Caltrans personnel, vendors, contractors and other government agencies. These contacts will be verbal or written, as needed, to perform assignments.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: May be required to sit for long periods of time using a keyboard and video display terminal and frequently requires bending, stooping, kneeling and moving items 25 pounds or more. Must have manual dexterity to operate computer for preparation of reports and forms. Must be able to travel to various locations and may be required to move across uneven surfaces.

Mental: Ability to be 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.

Emotional: Must have the ability to work together in a cooperative manner; ability to resolve emotionally charged issues reasonably and diplomatically; deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; must be tactful and treat others with respect; open to change and new information; and adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

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WORK ENVIRONMENT

Incumbent will be exposed to various work environments. While at the base of operation, the incumbent 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. The incumbent may be required to sit and/or stand for extended periods of time. The incumbent will be using a keyboard/mouse and video display monitor. Some travel may be required, therefore, incumbent must be able to travel using a car or commercial transportation.

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