

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (T) PI	OFFICE/BRANCH/SECTION Division of Human Resources - Classification and Hiring	
WORKING TITLE Office Technician (T)	POSITION NUMBER 908-601-1139-918	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:**

The Office Technician (Typing) works under the supervision of the Branch Chief, a Staff Services Manager I, within the Division of Human Resources (DHR). The Office Technician independently performs a variety of non-supervisory elements necessary to support the functions of the division. The Office Technician demonstrates a positive attitude and commitment to providing quality service that is accurate, timely, and exceeds our customer's expectations and maintains complete confidentiality.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
50%	E	Provides clerical support for the Division of Human Resources (DHR), Office of Classification and Hiring, Southern Service Center. Maintains security of work area; greets and signs in/out visitors, limits access to confidential files, and ensures files are secured nightly. Provides timely and high quality customer service, ensuring that customer's needs are thoroughly met.
		Assists with processing applications that are submitted to DHR for vacant positions including, but not limited to stamping, scanning, redacting confidential information, and distributing to the appropriate staff. Typing various documents, including the creation of charts for Classification & Hiring (C&H) managers and staff. Creates and updates Excel spreadsheets. Processes incoming mail by opening, date stamping, and distributing to the appropriate staff.
20%	E	Provides a variety of office support to DHR. Receives, screens and directs incoming phone calls, and responds to a wide variety of personnel inquiries.
20%	E	Performs general office duties, such as alphabetizing personnel documents for filing and distributing special mail deliveries. Creates and maintains C&H office files.
10%	M	Orders supplies and monitors operation of copier and fax machines and sends request to vendor when machines needs maintenance.

<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**

The incumbent does not exercise any supervisory responsibilities.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must be punctual, possess good organizational skills, knowledge, proficiency and familiarity with computers and programs such as Microsoft Word, Excel, and PowerPoint. Must be able to operate basic office machines (copier, fax machines, etc.). Must be proficient in business English, basic grammar, spelling, and punctuation necessary to communicate effectively both orally and in writing; basic math principles. Must be able to express ideas and present information clearly and logically, both orally and in writing, to managers, supervisors, and employees.

Must possess ability to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Must be able to defuse potentially confrontational situations with irate employees, and identify and resolve issues.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Incorrect information provided to the public and Department employees may damage the Department's credibility. Incorrect information to employees could have a serious impact on their appointment or impact the hiring process.

**ADA Notice**

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Incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

## PUBLIC AND INTERNAL CONTACTS

The incumbent has daily contact with DHR staff, the public, visitors, management, and other personnel throughout Caltrans and other agencies. Incumbent confers with all levels of management and staff in the Department. The incumbent must maintain a good working relationship with all customers, internal and external. The incumbent must work with others in a cooperative manner.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee is required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to bend, stoop, and kneel. Employee must be able to organize volumes of varied documents. Employee must be able to multi-task and prioritize work.

Employee must be able to sustain mental concentration in order to complete many assignments under tight and occasionally shifting time frames. Must be able to adapt to changes in priorities.

Employee regularly interacts with anxious and occasionally irate employees; must be able to diplomatically resolve emotionally charged situations.

## WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial light. The employee maybe required to go to other locations within the building, which is equipped with elevators and escalators. Wheeled carts are available to transport supplies and items that are too cumbersome or too heavy to handle.

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