

POSITION DUTY STATEMENT

PM-0924 (REV 2/2008)

CLASSIFICATION TITLE OFFICE TECHNICIAN - TYPING	DISTRICT/DIVISION/OFFICE D9 MAINTENANCE REGION OFFICE	
WORKING TITLE OFFICE TECHNICIAN - TYPING	POSITION NUMBER 909-600-1139-xxx	EFFECTIVE

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 supervision of the Caltrans Regional Administrative Officer (RAO), the incumbent will perform efficiently and independently personnel, accounting, and clerical work for the Region Office. Incumbent must be multi-task oriented, as this office is very busy with heavy workloads and many interruptions. Incumbent should possess good hearing, be able to handle emergency situations effectively, and be available to work alternate shifts and overtime when requested. Must be able to take directions & follow through concerning job performance to better understand field office procedures.

TYPICAL DUTIES:**Percentage
Essential (E)/Marginal (M)**

- 50% (E) Incumbent will operate various Region computer systems including but not limited to TOPSS timekeeping system; Integrated Maintenance Management System (IMMS); Word, Excel, and Access. Able to compute basic math; operate a calculator; type letters and memos; assist with employee health benefits; assist in radio dispatching; updating rosters; assisting with projects for Regional Administrative Officer or Maintenance Manager II; answer telephones; and filing. Process Travel Expense Claims (TEC's) for field crews; and assist in distribution of pay to employees. Provide mail distribution, photocopying, preparing & sending of facsimiles. Following procedures for maintaining damage claims. Ordering and coordinating office supply orders and arrange for office equipment maintenance. Other duties as directed. Incumbent is an essential part of office support for District Maintenance Department by keeping information current in an orderly system.
- 30% (E) Answer inquiries in person, and refer to proper authority. This may include reports and inquiries from California Highway Patrol (CHP), local law enforcement agencies, the general public, and other agencies regarding vehicle accidents,

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damage to highways, and various other emergency situations. Maintaining communication between various agencies is essential for traveling motorist.

20% (M) Radio dispatch backup and must be familiar with policy and procedures for proper dispatching. Must be able to work during normal working hours and emergency call-out situations. This will maintain safe highway travel.

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 EXERCISED OVER OTHERS

This position does not supervise.

SUPERVISION AND GUIDANCE RECEIVED

Employee will receive supervision from the Caltrans Regional Administrative Officer or their designee. In his/her absence, the Region Manager or other qualified person may be in charge. Will receive training, as directed by RAO.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of: Field Maintenance; accounting procedures; personnel procedures and policies; responsibilities and limits of maintenance functions; general office procedures, proper radio policies and procedures, phone-etiquette and proper-filing-procedures. Must have the ability to type at least 40 wpm.

Ability to: Understand and utilize provisions of Maintenance Management Systems ; interpret and execute instructions in various manuals and procedural directives; keep complex records; perform difficult clerical work; deal tactfully with other employees, the public and other agency personnel. Maintain confidential issues related to the operation of the Region Office and staff.

Ability to work effectively alone or with others.

Must have the ability to use good judgement and make sound decisions regarding various work situations.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Errors may also cause a waste of time and waste of tax dollars.

PUBLIC AND INTERNAL CONTACTS

Required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. May have contact with other public agencies and private individuals almost daily in the course of assignment.

Contact may be with hostile public, and employee is expected to maintain a favorable public image for the State.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Note: For standing, walking and sitting, along with several other activities, typical duties are used as examples in various situations to give ranges for the activities.

Standing, Sitting and Walking are described to equal 100% of the work time for a given period such as a work shift. The following are various situations and percentages given to illustrate typical ranges of time spent sitting, standing and walking:

- A. Standing and walking in office – 20%:
- B. Sitting - 60%.
- C. Bending – 10%
- D. Carrying less than 10 lbs – 10%

Lifting (Floor to desk/file cabinets) – Items listed may be any of the following but not limited to: boxes of files from desk and/or floor to file cabinets. May lift boxes of supplies to put away on supply shelves from floor to desk or table.

Carrying – Move supply boxes from floor to desk. Picking up mail from mailbox and distributing, carrying paper supplies to copy machine.

Overhead reaching – Grasping packages of paper from over the copier to load in copier. Putting away supplies on supply shelves.

Other Reaching – Picking up mail, distributing to mail slots.

Bending/Crouching/Squatting/Crawling – Bending to pick up paper, supplies, distribute mail.

Simple Grasping – This activity is necessary about 95% of the shift, moving papers on desk and counters, using writing instruments (pencils/pens, etc.) and handling work materials.

Fine Manipulation – This occurs in typing projects and assignments, writing sorting papers, filing, etc.

Importance of hearing – Essential on the job due to radio dispatching and answering radio calls from field personnel, also in answering telephones.

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WORK ENVIRONMENT

Required to work in office setting that is high traffic volume, often dealing with many interruptions from this and a high volume of telephone calls. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete regular work assignments.

During the winter months the workweek is normally 5/8-hour days. May be required to work overtime due to storms, emergencies, special work projects, or when the Supervisor deems that it is in the best interest of the State to work overtime.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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)	DATE
EMPLOYEE (Signature)	DATE

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

SUPERVISOR (Print)	DATE
SUPERVISOR (Signature)	DATE