

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 10/Administration/Executive Services	
WORKING TITLE Secretary to Deputy District Director, Administration	POSITION NUMBER	EFFECTIVE DATE 12/01/2014

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:

This position provides direct clerical support for the Deputy District Director, Administration (DDDA). This position is directly accountable to the priorities established by the DDDA. This position is part of the Executive Services Branch and provides services to the top district level management staff. As part of the team, this position assists in many district functions and activities.

This position reports to the Chief, Executive Services Branch (Information Officer II) for general direction and guidance. Direct assignments are received from the Deputy District Director, Administration.

This position requires a desire: in assuming increasing responsibilities, work with minimal supervision, independently performs a variety of difficult clerical assignments and possess the ability to recognize and handle difficult situations. Duties include but are not limited to the following:

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	Type various complicated projects from handwritten and/or typed draft reports and letters using MS Word, Excel, Power Point, and other forms of submission. Make extensive and complex edits and revisions to documents. May independently type, edit and proofread a variety of sensitive, confidential and/or complex correspondence and reports. Takes, types and distributes executive staff, expanded staff and other meeting minutes as needed.
10%	E	Using Microsoft Outlook, checks e-mail, type responses, type appointments, and sort mail by priorities and bring important e-mails to the attention of appropriate staff through typed notification. Delete, file or archive remaining e-mail. Types and maintains the calendar and schedules of appointments for the DDDA.
10%	E	Sort, organize, prioritize and determine routine staff assignment on incoming mail for DDDA. Make photocopies of letters, reports and other items. Responsible for proper routing of all documents.
10%	E	Arrange meetings; type agendas and handouts for DDDA. Ensures meeting rooms are appropriately set up for the meeting, including tables and chairs being set up. This includes the necessity of lifting up to 40 pounds and moving the items from one location to another.
5%	E	Establish and maintain a filing system for the DDDA. Make travel arrangements such as airline, hotel, car rental reservations, type and submit travel advance and Travel Expense Claims (TEC).
5%	E	Respond to incoming phone calls for the DDDA. This includes using tact and decorum to redirect callers if necessary. Callers can be from Headquarters, other Districts, local agencies, or the general public. Must take accurate messages, refer calls to other staff where appropriate.
5%	E	This position acts as a backup to answer incoming calls on the main line from the public and other state agencies in the Director's Office. Acts as backup for the secretarial staff in the District Director's Office. In this capacity types and transfers all incoming messages to the appropriate email recipients.
5%	M	Purchase supplies and other items for the Office of Executive Services and Executive Management. Communicate with vendors; prepare purchase requests and receive records. Maintain inventory of supplies. Ensure purchasing is in compliance with Department of General Services and Caltrans procurement rules and regulations.

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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:

- Modern office methods, supplies and equipment; business English and correspondence; principles of effective training

Ability to:

- Perform difficult clerical work, attention to detail and accuracy imperative.
 - Perform mathematical computations
 - Follow oral and written directions
 - Evaluate situations accurately and take effective action
 - Read and write English at a level required for successful job performance
 - Make clear and comprehensive reports and keep difficult records
 - Meet and deal tactfully with the public
 - Apply specific laws, rules and office policies and procedures
 - Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling
 - Communicate effectively, both written and verbally in a professional manner.
 - Provide functional guidance
 - Must be able to use a computer and applicable software
 - Must have the ability to prioritize work to meet specified deadlines
 - Perform assigned work with minimal supervision
 - Must have the ability to type at a minimum of 40 words per minute from various forms of written and verbal communication.
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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment and decisions could cause poor public image of the Department, cause ineffective use of staff time and inefficiency of the work unit.

PUBLIC AND INTERNAL CONTACTS

The employee will routinely contact other Department personnel, local agency staff and members of the public. The contacts will be mainly verbal.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

- Ability to work on a keyboard, video display terminal and operate a computer for long periods of time
- May require sitting for long periods of time.
- Must be able to develop and maintain cooperative working relationships.
- Must be able to stay mentally focused for long periods of time.
- Must be able to multi-task, adapt to changes in priorities, and complete task or projects with short notice.
- Must be able to grasp the essence of new information and new technical and business knowledge.
- Must be able to resolve emotionally charged issues reasonably and diplomatically.
- Must deal effectively with pressure, maintain focus and intensity, yet remains optimistic and persistent even under adversity.
- Must be able to consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; is tactful and treats others with respect.
- Employee is required to lift and/or carry up to 40 lbs.
- Must be able to work under pressure and deal with hostile public callers
- Must be able to respond appropriately to difficult situations.

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WORK ENVIRONMENT

While at base of operation, employee will work in a climate-controlled office under artificial lighting. Employee may be required to travel to remote work locations.

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