

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	Office of Business and Economic Opportunity (OBEO)	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Office Services Support Staff	088-1139-003	December 1, 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:**

Under the guidance and general direction of the Chief of the Certification and Compliance Branches, Staff Services Manager (SSM) II, the Office Technician (OT) receives routine assignments from the SSM II and provides a full range of office support services to the Certification and Compliance Branches. The incumbent in this position will on occasion receive direction from the Staff Services Manager (SSM) I or designee. Specific duties include but are not limited to:

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
50%	E	The incumbent will provide office/clerical support services to the Certification and Compliance Branches. Log in daily mail received in the Certification Branch from applicants seeking certification in the California Unified Certification Program (CUCP) and the State Minority and Women Business Enterprise (SMBE/SWBE) programs. The incumbent is responsible for data entry, retrieval and viewing of information regarding the business profile of applicants with reference to new and renewal applications, and updating the firm information in response to written request for changes to applicant documented information. The Incumbent also prepares general correspondence, such as letters to contractors, applicants, and other certifying agencies, confirmation letters, and request for additional documents letters. In addition, the incumbent prepares monthly reports, such as monthly cluster reports and statistical reports for the Office Chief. The incumbent is responsible for preparing the CUCP monthly meeting agenda, meeting notes, and bi-monthly office meeting notes.
25%	E	The incumbent responds to and provides appropriate information to a high volume of telephone inquiries from the public, including Disadvantaged Business Enterprise (DBE) applicants. The incumbent is expected to be able to explain the certification process to applicants requesting information. The incumbent accesses information from the CUCP database, written procedures, manuals, and the Code of Federal Regulations. In addition, the incumbent, on occasion, will field calls for the Executive Office.
10%	E	The incumbent processes a high volume of certification certificates and approval letters for DBE/SMBE/SWBE on a daily basis. Responsible for copying DBE files in response to United States Department of Transportation requests.
10%	E	The incumbent functions in a records management capacity for the Certification and Compliance branches by maintaining appropriate logs, reports, and databases.
5%	M	The incumbent prepares mass mailings, and documents for reproduction, deliver and retrieve reprographic orders and process and assemble documents used in certification information packets. The incumbent files and maintains the Certification and Compliance Branches' filing systems. The incumbent is also responsible for archiving the Certification and Compliance branches files on a monthly basis and maintains supplies and equipment.

<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**

None

**ADA Notice**

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## KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The Certification and Compliance branches, are highly sensitive to the scrutiny of government agencies and require sophisticated communication skills in dealing with these agencies and all segments of the private sector. This position requires knowledge of the DBE certification process and Compliance processes, as well as knowledge of the rules and regulations governing the DBE process. The Incumbent must have the ability to work under pressure. The incumbent must be able to perform complex clerical support to the branches, follow oral and written directions, make clear and comprehensive reports and keep and maintain complex records, meet and deal tactfully with the staff and public. The incumbent is expected to adhere to and apply specific rules, office policies, and procedures to all tasks.

## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent coordinates and executes the office's procedures and process as they relate to the Certification and Compliance branches functions. Extreme confidentiality must be exercised in providing information to various agencies and applicants. In addition, completes assignments correctly and in a timely manner. Inability to complete assignments in a timely manner could result in monetary loss to the Department, reduced productivity, and increased workload. Poor judgment in providing information can result in legal action against the Department.

## PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with all levels of OBEO staff, various internal and external entities including contractors, sub contractors, as well as various Caltrans staff. There may be considerable contact with the public and other state and local agencies. These contacts may be verbal or written, as needed, to perform assignments.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and a video display terminal. Engage in sustained mental activity to produce reports. Develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged individuals, issues or problems, and provide appropriate responses. The incumbent must be able to deal effectively with pressure and intensity and remain optimistic. Must have the ability to multi-task, and adapt to changes in priorities and complete tasks or projects with short notice.

## WORK ENVIRONMENT

The incumbent will work in a climate-controlled environment under artificial lighting in an office that is secured to protect the release of any information that may reasonable be construed as confidential business information, including the identity of complaint(s), to any third party without written consent of the firm submitting the information. However, due to periodic problems with heating and air conditioning, the building temperature may fluctuate.

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