

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Office Technican (Typing)	OFFICE/BRANCH/SECTION 56/Maintenance/Office of Management Services	
WORKING TITLE Clerical Support	POSITION NUMBER 913-660-1139-XXX	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:

Under the general direction of the Chief, Office of Management Services, a Staff Services Manager I, the incumbent exercises a high degree of initiative and independent judgment in providing clerical support to the staff and management within the Division of Maintenance. Regular and punctual attendance is required to maintain consistency of services.

TYPICAL DUTIES:

Percentage		Job Description
50%	E	Provides clerical and technical support for the most difficult assignments within the Division of Maintenance. Incumbent will type and format reports, power point presentations, letters, memos, bill analyses, organizational proposals, reports, and other materials. Handles time sensitive and content sensitive assignments including; Legislative Referrals, Governor Referrals, Agency Referrals and Director Referrals. Creates and maintains databases as requested by Office Chiefs.
15%	E	Responds to a variety of inquiries and concerns. Gathers and provides information to the public and other State employees. On the basis of information gathered, determines services to be provided or recommends a course of action to be taken.
15%	E	Schedules use of the Division meeting and conference rooms. Schedules telephone conferencing (teleconference) phone bridges. Sets up sensitive video conference events.
10%	E	Provides back up to the Executive Assistant of the Division Chief, and the assistants assigned to Assistant Division Chiefs. Assumes duties of the executive staff's clerical support in their absence.
10%	M	Coordinates with the Executive Assistant to create Divisional filing systems. Develops indexed filing systems, and works to maintain these systems. Other duties as assigned.

¹ESSENTIAL 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

This position does not supervise other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent must possess excellent organizational skills and be dependable and reliable. Exceptional interpersonal skills are needed to work with all levels of staff. Thorough knowledge of personal computing is required. The use of a wide variety of software applications, including word processing (Microsoft Word) and spreadsheet (Microsoft Excel) applications, is required. The incumbent must have the ability to learn the Departmental timekeeping system, Transportation Operations and Projects Support System. The incumbent must have the ability to perform difficult personnel support staff functions; operate various types of office equipment; follow oral and written directions; evaluate situations and deal with them effectively and professionally; meet and deal tactfully with both rank and file and management employees. Incumbent must be able to utilize an extensive vocabulary, proper grammar and correct spelling. The incumbent must possess exceptional proofreading and English skills. In addition, knowledge of Division of Maintenance and Division of Human Resources activities is desired.

Incumbent must have ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed

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or typewritten material.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for; completing assignments thoroughly, prioritizing workload based on need/due dates, working under pressure to meet the deadlines of assigned work, negotiating new due dates with clients as necessary, and notifying the Staff Services Manager I if the deadline cannot be met. Consequences of error may include missed deadlines, poor working relationships, or corrective action.

PUBLIC AND INTERNAL CONTACTS

The incumbent is in personal contact with professional staff within the Department and Division, and in telephone contact with staff from other Divisions. The incumbent handles citizen telephone calls forwarded from the Director's Office.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee is required to sit for long periods of time using a keyboard and video display terminal. May also use telephones for extended periods of time while collecting/disseminating information. Must be able to work within extremely tight time frames, and with situations that may be sensitive.

WORK ENVIRONMENT

The incumbent works on the third floor of a six-story building in downtown Sacramento. The work setting is open space with modular furnishings, in a climate-controlled office, under artificial light. Prolonged sitting while using a personal computer will be required. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

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.)

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