

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DIVISION OF HUMAN RESOURCES  
OFFICE OF EXAMINATIONS AND RECRUITMENT SERVICES  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> PERSONNEL TECHNICIAN I	<b>DIVISION/OFFICE</b> HUMAN RESOURCES/EXAMINATIONS AND RECRUITMENT SERVICES	
<b>WORKING TITLE</b> CERT TECHNICIAN	<b>POSITION NUMBER</b> 702-008-5160-924	<b>EFFECTIVE DATE</b> 09/2015

**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 supervision of the Staff Services Manager I or II, the incumbent accesses, inputs, retrieves and updates certification information from an automated certification system. The incumbent will provide exemplary customer service in all aspects of the job, demonstrate a positive attitude, and a commitment to providing quality services that are accurate, timely, and exceed our customer’s expectations. The incumbent also ensures complete confidentiality of sensitive information. In addition, the incumbent may also be tasked with assisting Exam Analysts with various tasks related to preparation and processing of exam materials.

**TYPICAL DUTIES:**

Essential (E)/Marginal (M)

- 45%-E** Access, input, and retrieve information through an automated certification system upon receiving a certification request from Classification & Hiring (C&H) analysts. Utilize Department of Human Resources (CalHR) rules and regulations to key certification request into the certification system. Send contact letters to eligible candidates via US Mail. Log and track responses. Notify C&H analyst of results from contact letters. File and update certification records (i.e. new addresses, location preference changes, etc.)
  
- 20%-E** Verify candidates that are conditionally hired are actually reachable on a certification list. Key results of employment inquiries and hires in certification system. Record information in PARF log.
  
- 20%-E** Respond to inquiries (phone and email) from hiring managers, district liaisons, C&H staff, and the public.

**15%-M Examination Support Activities.** Input data from examination projects into CalHR databases; update candidate records; open and process mail; operate various office machinery, including photocopier, letter folder, and letter and date stamping machinery; type and proofread examination documents originated by supervisors and analysts. Participate in special workgroups; and complete special projects as directed. Act as assistant proctor or receptionist for examinations.

### ***SUPERVISION EXERCISED OVER OTHERS***

None.

### ***KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS***

- Knowledge of Caltrans mission, goals, and policies
- Knowledge of exam and human resource principles and practices
- Knowledge of government code provisions governing the State civil service merit system; CalHR laws and rules; Departmental procedures relating to certification of list eligibles
- Ability to read and write English at a level required for successful job performance
- Ability to analyze written and numerical data accurately and follow oral and written instructions
- Ability to communicate with tact and good judgment, both orally and in writing
- Ability to interpret and edit written material
- Ability to write effectively
- Ability to process work timely and accurately
- Ability to accept increasing responsibility for accuracy and thoroughness in performance of tasks
- Ability to maintain and prioritize multiple assignments
- Ability to utilize a computer and Microsoft Office applications

### ***CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS***

Inaccuracies and errors in judgment could result in potential appointment revocation or loss of employment, and delay eligible list release.

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.

