

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
POSITION DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Program Technician III	<b>DISTRICT/DIVISION/OFFICE</b> Traffic Operations/Permits/Permits Issuance	
<b>WORKING TITLE</b> Permit Writer	<b>POSITION NUMBER</b> 913-399-9929-xxx	<b>EFFECTIVE</b> 01/01/2014

**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, working cooperatively with team members and others, and treating others fairly, honestly and with respect. Your dedication is important to each member of the team as well as those we serve.**

**GENERAL STATEMENT:**

Under the direction of a Permit Supervisor, the incumbent coordinates activities pertaining to transportation permits of varied complexity including variance loads/vehicles that require special handling and coordination with internal and external agencies, provides clerical support related to the review, analysis, accounting, and processing of permit applications, and aids the applicants to obtain the transportation permits for extra-legal vehicles and/or loads traveling in the state highway networks by ensuring that the routes written on the permits can accommodate the applicant supplied dimensions of the vehicles and/or loads.

**TYPICAL DUTIES:**

- 40% (E) Ensure a proposed route on the permit can accommodate the extra-legal features of the loaded vehicle using the Routing Clearing Database, the Transportation Permit Manual and the Weight Charts. Coordinate with California Highway Patrol (CHP) and local agencies for special needs of haulers. Record the approved route and pilot car escort requirements on the permit. Place name or signature on the permit as an authorized state representative. Write and issue Single-Trip Application Routing System (STARS) permits. Issue single-trip permits when needed.
- 40% (E) Coordinate with the CHP for permit applications that require CHP escort. Coordinate the movements of extralegal loads and general truck operations with the Structure Maintenance and Investigation (SM&I), traffic operation branches in the districts and Headquarters, encroachment permit offices when necessary, and possibly other Federal agencies for crossing an international border.
- 10% (M) Assist applicants and Permit Services companies in determining alternate routing or proposed routing of future moves. Confer with the CHP and local law enforcement in the interpretation of the Permit conditions, or the weight of various pieces of construction equipment.
- 5% (M) Review accounting reports and ensure accuracy of the daily accounting reports. Ensure that daily, weekly and monthly accounting reports are completed and delivered to accounting on time.

5% (M) Greet walk-in customers and offer help to them when needed. Occasionally, make field trips on Permits business. Answer questions from the public regarding permit policies and other questions. Prepare correspondence and report.

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

None. May help training new hires.

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

Require a thorough knowledge of the California State highway system and general knowledge of local highway networks. Broad knowledge of heavy hauling equipment and heavy construction equipment is desirable. Must have sufficient understanding the reasoning and the need for bridge classifications in conjunction with vehicle loading. Must be able to communicate technical problems effectively upon writing or preparing transportation permits and use various Microsoft Word/Excel/PowerPoint/Access software, FileMaker Pro, Lotus Notes, operate office machine equipment including telephone, computer, calculator, credit card machine, copy machine, fax machine, and scanner, perform basic accounting duties.

Must be able to make arithmetical computations, interpret manuals/handbooks, exercise good judgment and tact in dealing with a wide variety of people and interests, communicate clearly and effectively, both orally and in writing, spell, punctuate and use vocabulary and grammar correctly, organize, maintain and access files and records promptly, respond to multiple requests for assistance in a timely and positive fashion, follow oral and written instructions, provide good customer services in person, over the phone, and in writing, apply professional courtesy in all situations, and recognize when applicants are attempting to circumvent permit requirements to take appropriate actions .

The incumbent must possess the following General Competencies:

Analytical Thinking: Logically approach a problem.

Communication: Listen to others and communicates in an effective manner.

Customer Focus: Identify and responds to current and future client needs, and provides excellent service to internal and external clients.

Ethics and Personal Credibility: Uphold ethics and personal integrity, and demonstrates trustworthiness, reliability and responsibility.

Relationship Building: Maintain and strengthen relationships with others who can provide information, assistance, and support.

Teamwork: Work effectively and cooperatively with other team members to achieve common goals, and complete assignments in a group setting.

**CONSEQUENCE OF ERROR / RESONSIBILITY FOR DECISIONS:**

Make decisions and take appropriate actions in the issuance of Transportation Permits. Responsible for selecting and verifying routes for the safe movement of permit loads on State highways. Poor decisions or errors in judgment could result in injuries or fatalities to the traveling public, damage to State highway facilities, and increased costs to haulers and/or their clients.

If the daily accounting reports contain errors, the State could suffer marginal financial loss and/or our customers could suffer significant loss of efficiency while trying to change the charge amounts. Failing to provide the required service to our customers or staff can cause loss of productivity, effectiveness, or other factors detrimental to the State or our customers. Good judgment and tact are a prerequisite for all actions. Any breakdown in this area can result in embarrassment to the Office, Division, and Department.

**PUBLIC AND INTERNAL CONTACTS:**

This position requires constant and extensive contact with the public. The incumbent must maintain cooperative relationships with customers, Caltrans personnel, various law enforcement agencies, city and county transportation permits staff, etc. Contact with the public (primarily transporters and permit service personnel) as well as State and other public agency personnel is also required.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

The Incumbent may be required to sit for a long period of time using a keyboard and video display terminal. The incumbent must be able to develop and maintain cooperative working relationships, deal effectively with pressure, adapt to changing priorities, maintain focus and intensity, remain optimistic and persistent even under adversity, open to change and new information, adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles, complete tasks/projects within a short time frame, behave in a fair and ethical manner toward others, demonstrate a sense of responsibility and commitment to public services, value cultural diversity and other individual differences in the workforce, and at occasions move general office supplies with weight less than 25 pounds from one location to another.

**WORK ENVIRONMENT:**

The incumbent spends most of the time working in a cubicle within a shared room under climate-controlled office with artificial lighting. However, the heating and air conditioning may at times change the building temperature.

The incumbent is required to work on regular weekdays from 8:00 AM to 5:00 PM and during times of “national emergencies and/or natural disasters”. Vacations may not be granted when working overtime is needed to process surging permit applications.

Occasionally, employees may be required to travel and work outdoors and be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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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 Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date