

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

|  |   |                             |
|--|---|-----------------------------|
| <b>CLASSIFICATION TITLE</b><br>Youth Aid | <b>DISTRICT/DIVISION/OFFICE</b><br>22 Division of Human Resources |                             |
| <b>WORKING TITLE</b>                     | <b>POSITION NUMBER</b><br>702-008-9991-924                        | <b>EFFECTIVE</b><br>06/2015 |

**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 direction of the Personnel Supervisor II (PSII) and in a learning capacity, the Youth Aid (YA) will assist the clerical support pool that will be responsible for performing a variety of general office duties within the Division of Human Resources (DHR). The YA will be flexible in accommodating changing workload priorities as needed to assist areas within DHR. The YA will demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customer’s expectations.

**TYPICAL DUTIES:**

| Percentage<br>Essential (E)/Marginal (M) <sup>1</sup> | Job Description   |
|---|---|
| 50% (E)   | The Youth Aid will work alongside professionals within DHR to assist in departmental needs. The Youth Aid may be asked to perform duties including, but not limited to, receiving, screening and directing incoming phone calls for different programs within DHR and respond to a wide variety of personnel inquires. May perform general office duties such as alphabetizing personnel documents for filing, processing and sorting incoming and outgoing mail, using various computer programs to look up roster assignments, assisting with the archiving process, ordering supplies, distributing special mail deliveries and be able to lift up to 50 pounds. Prepares documents for major distribution by coordinating the reprographics order and ensuring the final disposition. Schedules, pulls and prepares Official Personnel Files (OPF) for review. Ensures OPF files are purged, updated and maintained according to the department’s retention schedule. |
| 40% (E)   | The incumbent will gain knowledge of federal and state-required HR documents. Assists with typing and creating charts for managers or supervisors. Create and update Excel spreadsheets. Schedule meetings, reserve conference rooms and audiovisual equipment. Greet staff from other offices, agencies and visitors. Escort guests to appointments, interviews, examinations or meetings.   |
| 10% (M)   | The incumbent will learn the division’s daily activities and will assist in keying Personnel Action Request Form (PARF) information into the PARF log for operations analysts. Act as a backup in areas that need assistance.   |

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

<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 EXERCISED OVER OTHERS**

None

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

Must possess good organizational skills, knowledge and practice of superlative telephone reception techniques; ability to operate basic office equipment and computer programs such as Microsoft Office.

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

Incorrect information provided to the public and Department employees may damage the Department's credibility. Incorrect information to employees could have a serious impact on their employment benefits.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., 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 and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

## **PUBLIC AND INTERNAL CONTACTS**

The incumbent has daily contact with DHR staff, the public, visitors, management, and other personnel throughout Caltrans and other agencies. The incumbent must maintain a good working relationship with all customers, internal and external. The incumbent must work with others in a cooperative and professional manner.

## **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to bend, stoop, and kneel. Employee must be able to organize volumes of varied documents. Employee must be able to multi-task and prioritize work.

## **WORK ENVIRONMENT**

Employee will work in a climate-controlled office under artificial light. The work site may have limited viewing access to the outdoors and the incumbent will work in a cubicle office setting.

I have read, and understand the duties listed above and can perform them either with or without

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814

<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

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 Name (please print)

\_\_\_\_\_  
Employee signature                      Date

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

\_\_\_\_\_  
Supervisor Name (please print)

\_\_\_\_\_  
Supervisor signature                      Date

**ADA Notice:** For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814

<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