

POSITION DUTY STATEMENT

PM-0924 (REV 03/2006)

CLASSIFICATION TITLE Office Assistant (G)	OFFICE/BRANCH/SECTION DBFS/Office of Business Services and Security/Ship/Rec/Mail	
WORKING TITLE Office Assistant (G)	POSITION NUMBER 702-035-1441-XXX	EFFECTIVE DATE

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; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

GENERAL STATEMENT: (BRIEF SUMMARY OF THE MAIN PURPOSE AND FUNCTIONS OF THE POSITION. DESCRIBE THE SUPERVISORY RELATIONSHIPS (INCLUDING THE CLASSIFICATION OF THE SUPERVISOR OR MANAGER TO WHOM THE INCUMBENT REPORTS.) WHEN APPROPRIATE, IDENTIFY THE NEED FOR ANY CREDENTIAL OR LICENSE (SUCH AS A DRIVERS' LICENSE.)

Under the direction of the Materials & Store Supervisor I, the incumbent is responsible for the support of the mail center and backing up the shipping, receiving, and warehousing operations.

TYPICAL DUTIES: (BRIEF DESCRIPTION OF IMPORTANT DUTIES. RELATED DUTIES MAY BE GROUPED TOGETHER. USE ADDITIONAL SHEET IF NECESSARY.)

Percentage Essential (E)/Marginal (M) ¹	Job Description
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60% (E) Assists in sorting of incoming mail including mail from internal courier pick-up, interdepartmental Courier, U.S. Mail, etc. Deliver mail using predetermined route to employees housed at the Farmer Market Plaza (FMP) Buildings via push cart using a following pre-determined route. Process 1st class, 2nd class and bulk rate mail for the appropriate address. Determine mail station of addressee and forward appropriately. Assist clients who request services from the Mail Center including: special delivery processing, overnight mail courier, bulk mail projects, book and pamphlet mailings, etc. Support and back up staff in the shipping and receiving duties for all materials delivered to programs located at FMP. Must have good customers service skills and a valid California driver license.

20% (E) Support and back up staff in the shipping and receiving duties for all materials delivered to programs located at FMP. Typical duties include the receipt materials, checking for condition and completeness of shipments, and the delivery of all shipments to customers throughout FMP. Duties require the use of powered and non powered pallet jack material handling equipment in the performance of these duties (e.g. fork lift. Pallet jack and other carts).

10% (E) Support and back up on maintaining storage and warehouse location at the FMP Buildings in a clean and orderly manner. Ensure shipments received are properly documented, maintain logs of accountable shipments, prepare and processes incoming/outgoing shipments via carrier: e.g. freight companies, UPS, FED EX, and other couriers. Processes all freight claim issues and interact with DGS Traffic Management as required.

10% (E) Assists in processing outgoing and incoming daily shipments via UPS or other couriers. Maintains inventory of operational supplies for Shipping & Receiving, and Mail Operations. Other duties as required.

¹ 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 incumbent must possess the basic knowledge and understanding of the methods and practices of the mailroom; possesses the experience and ability to use the necessary materials handling equipment in the performance of mailroom responsibilities. The incumbent must be able to effectively discharge assigned duties related to accountability for materials, equipment and personal safety. The incumbent must have the ability to follow oral and written directions, make mathematical computations necessary for material accountability, evaluate situations accurately and take effective action with a minimum of specific direction. The incumbent must be able to develop clear and concise reports and maintain accurate records, deal tactfully with other employees and treat all customers with dignity and respect. Must have knowledge of the safety codes and safe practices applicable to mailroom operations.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to effectively and completely discharge the duties can result in the loss of property, increased costs for the Department, deliver unacceptable levels of service to our customers, create ineffective and unacceptable working relationships with co-workers and customers and present an overall negative impression of the branch and division.

PUBLIC AND INTERNAL CONTACTS

The incumbent make decisions regarding the receipt, transfer and delivery of materials from the Mailroom and Shipping & Receiving to the program staff. Exceptional customer service is critical to success and a key element in meeting expectations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: The position is physically demanding due to the large volume of mail and shipments to be processed, the frequency of shipments, the weight of packages, and the demands of customers. In addition, the incumbent must be able to routinely lift 50+ pounds, carry bulky items.

Mental: Must have the ability to successfully adapt to changing situations and priorities, and complete tasks or projects in a high quality, timely manner. Formulates new insights into situations and develops innovative solutions to make organizational improvements.

Emotional: May be subjected to and have the ability to handle irate individuals in a calm manner. Must be able to resolve emotionally charged issues reasonably and diplomatically. Values diversity and the individual differences that each employee brings to the workplace.

WORK ENVIRONMENT

This is a very active position that will require the incumbent to be flexible in their performance of assignments and duties and to deliver the highest level of customer service. The incumbent will work in storage areas, warehouses or office settings and be exposed to inclement weather conditions. It is a demanding and stressful work environment.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accomodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accomodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accomodation Coordinator.)

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EMPLOYEE (Print)	DATE
EMPLOYEE	DATE

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

SUPERVISOR (Print)	DATE
SUPERVISOR	DATE