

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 11/Maintenance/Maintenance Support	
WORKING TITLE Maintenance Office Technician	POSITION NUMBER 911-602-1139-918	REVISION DATE 03-01-2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the direction of the Staff Services Manager I (SSM I), the incumbent performs assigned tasks to support the activities of the Region Office. Duties include tracking and coordinating training; assisting with purchasing using a CalCard; coordinating facility services; communicating with other departments, divisions and agencies; monitoring, processing, and distributing reports; coordinating with the region offices and the District Office on employee needs and concerns; supporting field Maintenance staff in an office setting. The ability to type 40 words per minute is required. Incumbent may be loaned to the District or other region offices.

CORE COMPETENCIES:

As an Office Technician (Typing), the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)

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TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
45% E	Assists and provides clerical support to the Region Office by creating Accident Log in the Integrated Maintenance Management System (IMMS) timesheet program and coordinates with supervisors/managers to approve time within Staff Central, process random drug test paperwork, and assist in requesting Travel Advances and processing Travel Expense Claims for field employees. Types, edits, and reviews documents to ensure accuracy and completeness; Receives, transmits, and circulates documentation to staff as required; maintains meeting scheduling, reservations, and coordination; inputs data entry; files and tracks various administrative documents and reports; distributes a variety of correspondence, documents and reports that require approval and signature. Accurately maintains a system of files needed by Maintenance Management Team and determines retention schedules for sensitive or otherwise important materials and documents.
30% E	For purchasing, coordinates, researches, and orders necessary materials, parts, supplies, equipment required to maintain operational effectiveness and to ensure a safe and serviceable work environment for staff and partners. Verifies accuracy and/or processes various accounting documents such as receiving records, purchase requests, local requests, Material Adjustment Reports (MARs), and processes bills for payment to remain in compliance of the Prompt Payment Act and Division of Procurement and Contracts (DPAC) guidelines. Assists with purchasing by utilizing a Cal-card; creates and maintains Cal-card Service Agreements (CCSA); and processes Statement of Account packages to Headquarters accounting. Organizes and maintains Maintenance Supply closet for District Office staff.
10% E	Works with staff on employee needs and concerns; compiles and keeps employee data. Supports field maintenance in an office setting. Tracks and coordinates training for the division.
10% E	Answers telephones, assists employees and vendors, types correspondence; maintains personnel and miscellaneous files, orders and maintains office supplies, processes orders for safety glasses, maintains planned and non-planned overtime files and verifies actual hours worked, coordinates facility services, assists with post and bid process, communicates with other departments, divisions, and agencies; monitors, processes, and distributes reports; coordinates with the region offices and the District Office.
5% M	Processes and distributes outgoing/incoming mail for pickup, provides signature for deliveries if supervisor and or leadworker are not available, maintains Department of Motor Vehicles (DMV) pull notice files, as well as equipment qualifications. Other related duties as assigned, may be required to cross-train to learn duties to perform as a backup including processing and sending documents via Adobe Sign, and taking meeting minutes.

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

None. May occasionally train or direct a coworker in completing a specific task.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of record keeping methods; bookkeeping; office methods and equipment including personal computer is required. Familiarity with Microsoft (MS) Word, MS Access and MS Excel software is desirable. The position requires ability to read and write English at a level required for a successful job performance; apply record-keeping methods to the documentation and preparation of records dealing with attendance, equipment or materials usage or expenditures; learn radio-dispatching techniques and various computer applications; operate a personal computer (PC) and calculator; gather data from numerous sources (i.e. personnel and accounting documents, Integrated Maintenance Management System (IMMS) printouts, etc.); apply policy and procedures; prepare clear and comprehensive reports; evaluate situations accurately, and adopt an effective course of action. Incumbent must demonstrate speed and accuracy in making computations and must have ability to establish and maintain cooperative relations with those contacted in the course of the work. The position requires the ability to type at the minimum of 40 words per minute.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Routine work is not checked by others after initial training. In the case of daily time sheets, attendance records, etc., errors can affect employee pay. Errors in posting damage reports can affect the amount for which a responsible party is billed. Errors in editing or preparing accounting related documents delay payment to vendors. Under any circumstances, the tracing and

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correcting of errors cause time-consuming delays.

PUBLIC AND INTERNAL CONTACTS

Incumbent works closely on a daily basis with region coworkers, field employees, region manager, superintendents, and Maintenance Resource Manager. Incumbent assists the public, salespersons, vendors, delivery persons, and Caltrans employees. On behalf of the region, incumbent may receive calls from Headquarters or other agencies, labor relations representatives, and occasional irate calls from the public. He/She must be able to establish and maintain effective working relationships, and respond appropriately to emotional or emergency situations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Occasional travel in and out of town for meetings or training may be required and may include overnight stays. The incumbent works individually or with other region office staff. This position is represented under collective bargaining. Most work is done in an office environment, seated at a desk or computer station, under artificial light. Occasional bending/stooping/stretching to put away or retrieve supplies, clear paper jams from copiers or printers; and lifting up to 25 pounds. Work requires ability to focus for prolonged periods on repetitive tasks. Region office staff may be required to assist and support the field emergencies including hazardous spills, serious accidents, etc. Work requires the ability to remain calm and professional. Work requires respect for the confidentiality of records or employee personal matters that may occur during the course of their work.

WORK ENVIRONMENT

While in the office setting, the incumbent works in a climate-controlled environment with artificial lighting, seated at a desk or computer station. The work environment includes constant interaction with a diverse group of customers and co-workers. This position may require sitting for long periods of time at a keyboard. Incumbent must possess a valid driver's license to operate a State owned or leased vehicle.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate. While in the office setting, the incumbent works on a climate-controlled environment with artificial lighting, seated at a desk or computer station. Work environment includes constant interaction with a diverse group of customers and co-workers. This position may require sitting for long periods of time at a keyboard. Incumbent must possess a valid driver's license to operate a State owned or leased vehicle.

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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

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