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CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION WC/RTW & RA/FMLA	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE

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 Branch Chief, a Staff Services Manager I, the Office Technician (Typing) provides clerical support to the Office of Workers Comp/Return to Work & RA/FMLA. This position requires sound judgment and discretion since the incumbent will be working with extremely sensitive and confidential issues and information. This position has a variety of clerical duties, which require independence of action and knowledge of the Department's organizational structure and mission.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity)
- **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. (Cultivate Excellence - 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. (Strengthen Stewardship and Drive Efficiency - Innovation, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - 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. (Cultivate Excellence - 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. (Cultivate Excellence - Innovation, Pride)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

POSITION DUTY STATEMENT

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70%	E	Workers' Compensation Performs work related to intake of new workers' compensation (WC) claims including, but not limited to: receiving new claim packages, reviewing claim packages for accuracy and completion, requesting missing information/documents from districts and headquarter (HQ) programs to complete claim packages, creating electronic claim file (e-file) in shared network drive, saving claim packages to the appropriate location(s) in the e-file, submitting claim packages for HQ employees to State Compensation Insurance Fund (SCIF) for processing, entering claim information into the claims management database, notifying the assigned analyst of the new claim, and preparing and sending initial contact letters to injured workers (IW).
15%	E	Reasonable Accommodation & FMLA/CFRA Assist with intake of requests for service related to reasonable accommodation (RA) and/or Family Medical Leave Act (FMLA)/California Family Rights Act (CFRA) concerns.
15%	E	Administrative Support Process incoming mail and distribute to staff, prepare and send outgoing mail, monitor centralized email inboxes and respond or distribute to staff as appropriate, take notes for various meetings as assigned, assist with preparation and/or presentation of in-person and/or web-based trainings.

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

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of: modern office methods, supplies, and equipment, including but not limited to various computer applications such as Word, Excel, Power Point, email (Outlook) and the Internet; business English and correspondence; principles of effective training.

The incumbent must have the ability to: perform difficult clerical work, including ability to spell correctly; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations and take effective action; communicate in English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the internal and external customers; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling; communicate effectively.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

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.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work with all levels of Caltrans staff and management, consultants, private sector groups and representatives of State control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material from one location to another. Employee may be required to occasionally to bend, stoop, and kneel; to pull or push objects; to grasp objects, to stand for long periods of time, and to twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

The incumbent must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships;

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POSITION DUTY STATEMENT

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resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

The incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The incumbent will work in a cubicle and will periodically attend meetings and/or trainings. Some travel may be required. The incumbent may have opportunities to telework occasionally.

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
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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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