

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Division of Human Resources/Classification and Hiring	
WORKING TITLE Administrative Support Technician	POSITION NUMBER 708-008-1139-xxx	REVISION DATE 09/12/2024

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 general direction of the Division of Human Resources (DHR) Classification & Hiring Office, Deputy Division Chief (SSM III), the incumbent provides a variety of tasks for the Classification & Hiring unit and in support of the DDC. The Office Technician (Typing) performs a variety of complex and responsible technical support for the Northern CH and assists in maintaining the day-to-day operations. Routinely, this position has access to confidential information.

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 - Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Innovation)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence - Innovation)
- **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. (Cultivate Excellence - Innovation)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - 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 - Engagement)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Cultivate Excellence - Integrity)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Cultivate Excellence - Integrity)

TYPICAL DUTIES:

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

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40%	E	Provides administrative support to the Office of Classification & Hiring (C&H) which may include assisting the DDC with review of the least complex project or assignments for grammatical or formatting items. Ensures assignments and information requested from staff submitted is in compliance with the request. Tracks due dates on assigned projects and assignments on behalf of the DDC. Prepares route slip for signatures; routes for delivery, signatures, and tracks status through adobe esign or otherwise. Establishes and maintains a tickler file and tracking system to track staff assignments, sends reminders, and reports the status of overdue items to the DDC. Maintains assignment tracking logs and provides follow-up to ensure deadlines are met. Assists DDC with calendaring items and meetings as needed. Drafts agenda, prepares meeting minutes, and schedules meeting. Creates and notifies all C&H management of vacation and time off calendar, via Smartsheet, by calendar month and ensures completion. Utilizes tact and diplomacy when responding to management, supervisors, and all employees.
30%	E	Provides clerical support for the C&H management team as needed. Maintains security of work area and confidentiality. Electronically files personnel documents for staff on the drive as needed. Retrieves electronic Personnel Action Request Form (PARF) package submitted by Organizational Management from Outlook Northern C&H PARF mail box and distributes to staff. Assigns, logs, and tracks PARFs assigned to the Northern C&H staff and provides estimated due date for completion to requestor. Notifies requester PARF has been assigned. Assists with saving completed PARF packages on the L drive for Northern C&H staff. Assists C&H staff with retrieving and gathering documents needed for Public Records Act request. Provides timely and high-quality customer service that ensures customer's needs are thoroughly met. Assists the VOE clerical support with retrieving and responding to the DHR Outlook email box, as needed.
20%	E	Receives, logs, and maintains various reports for the DDC via Microsoft Excel and/or Smartsheet related to the completion of OOC assignments, various TA assignments, completed by Calendar year. Receives, logs, and maintains all PRU requests received, including those from the DHR Records coordinator, Discrimination Complaint Investigation Unit, and Independent Office of Audits and Investigations. Tracks and logs all Corrective Action Plan assignments and requests received and completed. Once completed documents are provided to the OT (T), and the OT ensures they are filed in the correct location on the L drive. Receives completed backdated transaction, exceptional allocation, Hardship Transfer Determinations, and various other documents completed by C&H, for filing in the correct location on the L drive. Maintains the appropriate folders and keeps them organized by either fiscal or calendar year. Create, file, and purge documents, files and utilizes various computer databases to prepare reports as necessary.
10%	M	Assist/back-up the other CH Office Technicians. Performs other clerical related support functions including assisting the Personnel Technician I with advertisements and recruitment postings, in the ECOS system, as needed. On occasion, assists ECOS Office Technician with duties related to scanning, uploading, and redacting job applications received in response to advertisements, including the processing of hard copy applications. Performs other duties within the scope of the classification.

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

N/A

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of modern office methods and procedures, supplies and equipment; filing and telephone techniques; good business English and proper preparation of correspondence. Must have the ability to operate various computer applications. Must be able to apply specific laws, rules and office procedures. Must possess excellent customer service skills in order to handle appropriately with courtesy and tact. The incumbent will be communicating with a wide variety of public contact, both on the telephone and in person. Must communicate effectively to understand and carry out direction with minimum instructions.

The position requires excellent organization skills; excellent communication skills, including etiquette by phone, writing and inperson; exercise a high degree of initiative, independence, good judgment; and reliability and good attendance is essential. Exceptional telephone techniques and interpersonal skills are needed to work with all levels of staff.

The incumbent must have the ability to perform staff support functions; operate various types of office equipment; follow oral and written directions; evaluate situations and deal with them effectively and professionally; meet and deal tactfully with the public, rank and file and management employees. The position will require use of MS Word, Excel, Outlook, and various databases.

ADA Notice

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to perform accurately or in a timely manner could result in delayed or illegal processes which could jeopardize the Department's ability to meet project schedules and commitments bringing criticism upon the Division Chief or Deputy Director.

Failure to act with courtesy and tact would also reflect negatively upon the administrators this position serves.

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

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

WORK ENVIRONMENT

In office, the incumbent will use a cubicle space in a climate-controlled office setting with artificial lighting, which may have limited viewing access to outdoors. At the direction of management, there may be a combination of telework/in-office hours. The incumbent may occasionally take transportation (car, light rail, bike, walk, or other mode of locomotion) to other State facilities for training and meetings.

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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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