

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 12/Maintenance,Region-Office	
WORKING TITLE Office Technician (Typing)	POSITION NUMBER 912-610-1139-002	REVISION DATE 09/26/2022

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 supervision and direction of the Caltrans Regional Administrative Officer, Maintenance Region-Office, incumbent is responsible for the daily and monthly data of the Integrated Maintenance Management System (IMMS) and the Transportation Operations and Project Support System (TOPSS)/Staff Central. This position requires a typing certificate over 40 words per minute.

Duties include, but are not limited to:

**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. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, 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 - Engagement, 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 - Engagement, Integrity)
- **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 - Engagement, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement, Integrity)
- **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, Integrity)
- **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 - Integrity)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence - Integrity)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	Will operate a computer with application of Integrated Maintenance Management System (IMMS) to process and verify expenditures for freeway maintenance. Transmit daily expenditures, attendance, hours worked, equipment usage to Headquarters Maintenance on a daily basis. In the Transportation Operations and Project Support System (TOPSS) program, the incumbent will transmit to the State Controllers Office overtime hours and special assignment hours to be paid on a semi-monthly basis. The incumbent will run from the Transportation Operations and Project Support System (TOPSS) monthly expenditure reports on overtime worked, regular work hours and leave usage for distribution to the State Controllers Office, Budget Office, Personnel, Regional Staff and Maintenance Offices. Also responsible for processing Safety Glasses request, submit invoices and receiving records to Accounting for payment.
20%	E	Incumbent will operate a computer with word processing capabilities while gathering various correspondence in technical and non-technical areas consisting of letters, memorandums, forms, reports and charts. Other computer applications will be used to order stationary supplies and for cataloging and maintaining office supplies/files, records, reports and lists.
20%	E	Assist in payroll and personal status change requests from employees. Responsible in assisting with the receiving, sorting, and distribution of payroll warrants, travel expense claim checks, overtime checks. Assists in answering telephones, taking complaint calls and inquiries from visitors. Assist the Caltrans Maintenance Manager, Area Superintendents, Supervisors, and Caltrans Regional Administrative Officer in non-emergency and emergency situations.
20%	M	Incumbent is responsible for maintaining assigned copy/print rooms. Assist staff with copying and/or scanning documents. Ensures that copiers, printers, scanners and fax machines are adequately stocked with paper and rooms are kept neat and orderly. Assist staff with routine problems involving copiers, fax machines and other office equipment. Contact supply room staff to arrange for emergency and/or routine servicing of copiers, fax machines and other office equipment. Answering phone calls and perform other duties as required consistent with the specifications of this classification.

<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 OR GUIDANCE EXERCISED OVER OTHERS**

Normally this position does not supervise, however, the incumbent may be called upon to act in absence of the supervisor for a short duration.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must have the ability to communicate effectively both verbally and in writing. Must have good interpersonal skills. Must be able to respond to incoming correspondence, prepare clear and comprehensive reports, keep difficult records. Must possess a knowledge of statewide Maintenance functions and the mission, goals, organization and procedures of the Department of Transportation. Must have average to advanced computer experience and knowledge.

Ability: Ability to type over 40 words per minute; show willingness and initiative to take independent action; follow oral and written directions; exercise good judgment; recognize and keep information confidential; maintain courteous, effective working relationships with co-workers and the public

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Must evaluate requests for information with discretion and/or refer to specialty for complex issues. Unfavorable legal action may negatively impact Caltrans if precautions are not taken. Decisions must be made carefully and consistently.

**PUBLIC AND INTERNAL CONTACTS**

Good verbal and written communications skills are required as there is extensive daily contact with personnel in other branches (IMMS- Integrated Maintenance Management System & TOPSS- Transportation Operations and Project Support System / Staff Central Team, Personnel, Procurement, Accounting, etc.), Headquarters, Local Agencies and the general public.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Incumbent may endure prolonged sitting and exposure to artificial lighting:

This position is responsible for working cooperatively with team members and supervisors to identify innovations that will increase productivity, reduce cost and maintain or improve quality. This position must adhere to the customer service standards set by their unit and provide high quality service to both internal and external customers.

**ADA Notice**

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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**WORK ENVIRONMENT**

The employee will be based in the Region Field Office under artificial lighting:

Works a Monday-Friday, Full-Time work shift with every Saturday and Sunday off.

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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.)

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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