

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION Encroachment Permits	
WORKING TITLE Encroachment Permits Support Technician	POSITION NUMBER 904-351-1138-XXX	REVISION DATE 02/26/2024

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 a Senior Transportation Engineer, Office of Encroachment Permits, the Office Technician assists office management, prepares correspondence and mailing, enters data in Caltrans Encroachment Permit System (CEPS), performs permit searches and closes permit files, help Permit Inspectors with lane closure compliance. Also, the incumbent must be familiar with proper filing procedures, database applications, report generations and other computer programs, such as Access, Excel, and Word.

**CORE COMPETENCIES:**

As an Office Technician (General), 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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Safety First - Engagement, 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 - Equity)
- **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. (Enhance and Connect the Multimodal Transportation Network - 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. (Cultivate Excellence - Equity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Integrity)
- **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. ( Advance Equity and Livability in all Communities - Equity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Engagement)

**TYPICAL DUTIES:**

Percentage		Job Description
	Essential (E)/Marginal (M) <sup>1</sup>	
20%	E	Prepares encroachment permits for mailing to applicants. Distributes permits to internal and external partners. Ensures documents are correctly formatted, and all required attachments are included for intra-district and regular mailing. Updates Caltrans Encroachment Permits System (CEPS) and old Encroachment Permit Management System (EPMS) to accurately reflect status of issued permits.
15%	E	Assist Permit Inspectors in monitoring lane closure compliance performance and alerting the non-compliant contractors.
15%	E	Assist the office by finalizing the billing portion of the expired permits and moving to the next milestone in the permit closing process.

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10%	E	Monitor CEPS milestones daily and alert the management in managing critical threshold limits.
10%	E	Inputs data from the encroachment permit applications into CEPS.
10%	E	Keeps the file room orderly for easy retrieval of permit documents. Assists in purging the permit files after the permits are closed. Scan permit files and store them on Permits server. Assist in the distribution of incoming mail and correspondence. Assist in maintaining the functioning of office machines including adding papers, clearing paper jams, and manage printer activities.
10%	M	Assists staff in permit research. Performs various research and queries to provide information as requested. Maintain a log indicating type of work requested, hours spent, and request source.
5%	E	Attends mandated and work related training.
5%	M	As workloads shift, incumbent will be assigned other office duties.

<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**

No supervisory responsibility is assigned to this position. However, the incumbent may exercise lead responsibility over Office Assistant, Student Assistant, Modified Workers or other Office Technicians.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent must have knowledge of complex and modern office procedures, supplies and equipment; business English and correspondence; principles of effective training; effective oral and written communication techniques. Must be proficient in the use of MS- Word, MS-Access and MS-Excel.

Ability to perform clerical work, including ability to spell correctly; use correct English; make mathematical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent is responsible for taking independent action when necessary and making decisions on a day-to-day basis concerning all functions within the unit that do not require the approval of the supervising staff. An error in judgment could result in time delays, causing inconvenience to employees and external customers. Lack of quality in work assignments may result in a heavier workload for staff.

Improper decisions made by the incumbent in this position may have an impact on the internal and external operations of the branch. (example: mis-routing of critical correspondence, loss of permit records or errors in timekeeping activities).

**PUBLIC AND INTERNAL CONTACTS**

Incumbent must be capable of maintaining good relationships with fellow employees, other Caltrans branches and the general public. Dealing with the public and other Caltrans branches requires particular reasoning and logical abilities in order to properly answer and/or route inquiries about the Encroachment Permits functions.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent is responsible for taking independent action when necessary and making decisions on a day-to-day basis concerning all functions within the unit that do not require the approval of the supervising staff. An error in judgment could result in time delays, causing inconvenience to employees and external customers. Lack of quality in work assignments may result in a heavier workload for staff.

Improper decisions made by the incumbent in this position may have an impact on the internal and external operations of the branch. (example: mis-routing of critical correspondence, loss of permit records or errors in timekeeping activities).

**WORK ENVIRONMENT**

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.

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Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises.

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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)

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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)

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DATE