

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

| | | |
|--|---|---------------|
| CLASSIFICATION TITLE Office Technician (Typing) | OFFICE/BRANCH/SECTION D3/ Administration/ Executive Office | |
| WORKING TITLE Office Technician | POSITION NUMBER 903-001-1139-XXX | REVISION 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 Staff Service Manager II in Administration, the incumbent independently provides clerical support and administrative assistance to several North Region Division Chiefs (Principle Tran Eng) and Deputy District Directors (CEA 1). The incumbent has the primary responsibility of conserving the Chiefs/Deputy District Directors time by independently handling all necessary clerical functions efficiently and expeditiously. This position also acts as backup to the District Director (CEA B) assistant. The incumbent is responsible for Hiring Services Unit, help assist in Reprographics and payroll processes for District 3 and North Region. This position may require daily contact with Division of Accounting, Department of Human Resources, District supervisors and employees. This position requires the incumbent to be sensitive and responsible with confidential information. In addition, incumbent will be required to report on time and follow established guidelines, internal procedures and reporting practices. A typing certificate of 45 words per minute is required. Required to drive state vehicle in the performance of the duties, must possess a valid California driver's license.

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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence - Engagement, Innovation, Integrity)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Conflict Management**: Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence - Engagement, Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Equity, Innovation)
- **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, Equity, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)
- **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, Pride)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

| | | |
|-----|---|---|
| 45% | E | Manage calendars for the Chiefs/Deputy District Directors and District Director. Arrange meetings, simple to complex, which involve coordination with management, staff and public representatives, including members of the Legislature and governmental agencies. Screen, redirect and/or respond to visitors and telephone calls. Provide general information, as well as information relating to District issues and policy. When appropriate, redirect inquires to management and/or other staff members. Process Travel Expense Claims (TEC) by reviewing them for accuracy prior to signature by Chiefs/Deputy District Directors and then sending them to Headquarters. Prepare requests for Revolving Fund Checks and Travel Advances. Make travel arrangements, including Hotel/Motel accommodations, airline flights, and vehicle reservations. Monitor and print e-mail for Chiefs/Deputy District Directors when requested. Assist with preparation and coordination of Executive Staff off-sites. Print and copy materials for Chiefs/Deputy District Directors and distribute copies when requested. Provide backup support for other staff as needed. |
| 15% | E | Obtain, maintain and utilize a Cal-Card in ordering supplies using AMS Advantage (an electronic processing system). Manage Office supplies and needs of Administration staff and Executive needs. |
| 10% | E | Will be responsible for data entry into Division databases (i.e. File Maker Pro, POBE & Vacancy Matrix database), or any other appropriate Division maintained systems. |
| 10% | E | Type, proofread, and finalize letters, memos, reports, and other correspondence (both technical and nontechnical) in compliance with departmental guidelines. Obtain necessary signatures on time sensitive documents, make copies and expedite delivery of material as appropriate. |
| 5% | E | Assist the Hiring Services Unit in pulling applications, adding names to screening criteria, scheduling interviews, sending/receiving correspondence and recruitment. |
| 5% | E | Assists with distributing payroll (regular and intermittent), TEC reimbursement checks to employees. Required to research, evaluate and report on payroll processes, resolution of discrepancy processes, distributing regulations, garnishment or wage levy rules and regulations. Must work closely with the Division of Human Resources, Division of Accounting and State Controller's Office for disposition of payroll warrants (DPW). DPW must be evaluated, reported and executed as directed. Provide backup support for other staff as needed. Assist with duties in Reprographics during busy periods. Duties may include working with high-tech digital printing equipment; printing work orders; replacing toner cartridges; hand binding; collation and folding; answering phones; checking e-mails for print jobs; replacing shelf stock and keeping the print shop clean. Provide backup support for other staff as needed. |
| 5% | M | Assist with the distribution of incoming/outgoing mail within the District Office, including all confidential mail. Incumbent will weigh and sort incoming mail received from the U.S. Post Office, UPS, Federal Express, and other mail shipping companies; record incoming certified mail; process mail that is to be mailed out which includes wrapping, packaging, and placing postage on outgoing mail; weigh outgoing mail; log in all certified mail receipts and document daily postal meter usage. Maintain a master staff directory for mail delivery. |
| 5% | M | Maintain a variety of manuals, binders and handbooks and files all manual updates. Maintain organized subject, chronological, divisional correspondence and document files. Maintain record retention schedules. Also assist with the Marysville District Office Conference Room Schedules. |

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

Incumbent must have knowledge of the functional organizational characteristics of the Department. Incumbent must be familiar with District functions, policies, procedures, and operations. Incumbent must be skilled in proper business English, correspondence formats, office terminology, and office equipment. Must have the ability to work independently, learn quickly, and communicate tactfully and effectively with a variety of people with different backgrounds, experiences, and attitudes.

Must exercise discretion when dealing with confidential information, evaluate situations accurately, and take effective action.

Must have the ability to type accurately at a minimum of 45 words per minute, and be able to work well under pressure.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position is highly sensitive due to the level of people and the nature of the issues the incumbent encounters. Tact and discretion when dealing with confidential information is critical to the success of the District's mission. Improper release of

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.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

information could be detrimental to the Department and/or the public and could be extremely difficult to rectify. Improper scheduling of appointments or travel arrangements could result in unnecessary trips and loss of valuable time to management and the public resulting in a poor image of the Department.

Failure in accuracy and timeliness could result in lawsuits filed against the department, loss of state funds as well as the possible loss of appropriate funds and violations of the Budget Act, Board of Control rules and the Government Code. Mishandled documents or lack of security may result in loss of employee's confidential information. Failure to follow information/direction in releasing paychecks may result in large fines being levied against the Department. Errors in mishandling cash and receipts may result in deposit errors causing excessive fees for correction. Misuse of State equipment could result in additional expense to the State.

PUBLIC AND INTERNAL CONTACTS

The individual in this position receives and screens incoming calls and visitors for the District Director, Chiefs and Deputy District Directors. This may be the first point of contact for a variety of individuals, including employees within the District, Headquarters, other governmental agencies, legislators, attorneys and the general public. This requires the ability to deal with a variety of sensitive subjects using tact, diplomacy, and courtesy.

There is frequent interaction with the public, vendors and other state agencies. Maintaining strong working relationships with HQ Accounting and HQ Personnel is critical.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using computer keyboard and mouse or at time could require frequent bending, stooping, kneeling and must be able to move boxes that weigh approximately 25 lbs and carts that could contain items weighing up to 100 lbs. This position may travel throughout Marysville/Yuba City area to satellite offices in a state vehicle. Travel will include trips to Sacramento for payroll and records duties. Incumbent may be required to sit or stand for long periods of time while utilizing a PC or reprographic equipment. Ability to work with a keyboard and mouse and have manual dexterity. Incumbent must have full use of arms. Incumbent must have good vision and the ability to see in color.

Employee must be able to deal with emotional employees and supervisors on a daily basis and maintain professional composure during these times. Incumbent must be able to think logically and act immediately to handle any urgent situations.

WORK ENVIRONMENT

Generally the employee will be in a climate controlled office environment with artificial lighting; however, building temperatures may fluctuate. On occasion, employee may also be required to travel. Some telework options may be available.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

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