

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION 04/Maintenance/Toll Bridge Region	
WORKING TITLE Office Technician	POSITION NUMBER 904-670-1139	REVISION DATE 11/05/2024

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 direction of Staff Services Manager I (SSMI) the incumbent is assigned as a Lead Timekeeper and for the Toll Bridge Region. The Office Technician (OT) is expected to exercise a high degree of initiative and independence and is responsible for accurately recording, logging, monitoring, and keeping track of employees work hours. The incumbent is also independent and is responsible for accurately recording, reports, and documentation, ensuring completion, accuracy and timeliness. The timekeeper will work closely with Personnel Specialists, Staff Central/TOPPS Administration, and IMMS Administrative Coordinators. This position requires the ability to comprehend and implement the Staff Central timekeeping computer program and the IMMS tracking system. The OT Timekeeper is required to independently analyze situations accurately to make corrections to time sheets and/or programs used; update and correct posting of time usage in Staff Central in an effective and timely manner. The OT will respond to both telephone or email inquiries from staff in resolving time discrepancies. Possession of a Class "C" Driver License is desirable. Incumbent may be required to travel to attend training using a state issued vehicle or personal vehicle, as well as for attend office meeting in different locations of the region, and/or to provide office coverage in field yards as needed.

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 - Engagement)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Strengthen Stewardship and Drive Efficiency - 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. (Advance Equity and Livability in all Communities - Equity, 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, Pride)
- **Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Advance Equity and Livability in all Communities - Equity, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Strengthen Stewardship and Drive Efficiency, Lead Climate Action - Equity, 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 - 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, Strengthen Stewardship and Drive Efficiency - Engagement, Pride)

TYPICAL DUTIES:

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

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45%	E	Responsible for the operations of the TOPPS program, Quarterly Permanent Intermittent (PI) Report processing benefits and all related documentation. Reconciliation of employee leave balance, time sheets, overtime and related pay issues. Responsible for accurately recording logging, monitoring, and keeping track of the field employees work hours, overtime reports, bonus pay, payroll reports, and documentation, ensuring completion, accuracy and timeliness. Correction of errors processed into TOPPS form IMMS. Processes attendance reports., dock notices, IMMS reports, time keeping reports within the identified time frame established. Researches and responds in a timely manner to inquires from staff, supervisors and management regarding timekeeping issues. Work with Maintenance Supervisors and Superintendents in the resolutions of errors on time sheets and with coding in IMMS transmitted to TOPPS.
30%	E	Will assist with the Accident Log System Program. The tracking, logging, processing and filling of accident log documents. Distributes industrial injury and motor vehicle accident forms, screeds them for completeness and appropriate signatures and expedites routine. Writes and types routine written response (s) to correspondence.
15%	E	Answering or redirecting inquiries from the public, law enforcement and other government agencies either by phone or in person. Assist in the maintenance of the file system.
10%	M	Incumbent may be required to assist Supervisor/Leadworker by keeping records of labor equipment materials used. The employee must be able to make sound judgment calls.

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

This position requires the ability to correctly asses the various work requirements accurately, adopt effective courses of action and maintain the work flow; understand the desired work formats and be familiar with the correct applicable personnel and accounting policy guidelines.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in decisions range from inconvenience, to an employee's loss of pay status; interest charges on late payment to employees; pecuniary penalties inposed on the Region for late pay due to employees.

PUBLIC AND INTERNAL CONTACTS

The position has extensive internal contacts with Region, District Office, and Headquarters Branches. There is also telephone contact with other local agencies and the traveling public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Incumbent must be capable of utilizing writing instruments, computer equipment, telephones, radio for dispatch, and other office equipment. Incumbent may be required to bend, stoop, twist, stand, sit, squat, lift an pull during performance of their duties. Incumbent should have visual and hearing acuity adequate for performing the essential functions of the job.

Mental:Using the TEAM concept, the incumbent must be capable of understanding the essential functions of the job in a reasonable and prudent manner, using logic and deductive skill to provide and end product that is usable.

Emotional: Incumbent must have capacity for stable and reasonable interaction with subordinates, fellow workers, and the general public during the performance for their duties.

WORK ENVIRONMENT

The incumbent will be working in an office setting.

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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.)

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