

POSITION DUTY STATEMENT

PM-0924 (REV 02/2021)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION Business Management/Administrative Services	
WORKING TITLE Mail Processor	POSITION NUMBER 904-051-1138-003	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

In the Administrative Services Branch, under the direction of the Branch Chief, Administrative Services (Staff Services Manager I), the incumbent performs a variety of general office work within the Administrative Services Branch.

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 -)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First -)
- **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. (Safety First -)
- **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. (Safety First -)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First -)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First -)
- **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. (Safety First -)
- **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. (Safety First -)
- **Commitment/Results Oriented**: Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety First -)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
25% E	Assists in providing window service by ensuring that customer interactions are handled with tact, courtesy and good judgment. Administers customer service via e-mail, in person, or by phone. Opens the window for business by 7:30 am daily and closes it at 4:15 daily.
20% E	Incumbent is responsible for reviewing, prioritizing, pre-sorting, and sorting all incoming and outgoing mail and parcels for the District 4 Mail Service Center. Tosses the mail by distributing sorted mail to the proper mail stop bins. Incumbent is also responsible for researching (doing "look-ups" for) the locations of office

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		staff by name only, researching miscellaneous mail items addressed to the Department of Transportation, and identifying proper routing of misaddressed mail. The daily processing of mail must be done with accuracy. Maintains confidentiality of sensitive documents.
20%	E	Delivers all district mail with accuracy and in a timely fashion, utilizing the prearranged mail stops. At 10am and 1:30pm daily, the incumbent delivers all presorted mail and picks up outgoing mail from the designated mail stops throughout the District Office at 111 Grand Avenue, Oakland, Ca. Delivers cashiering checks and executive office mail daily at 9am. Delivers personnel mail and executive office mail daily at 2:30 pm. Places mail for HQ Accounting in the Golden State bag by 3pm daily for courier pick up.
15%	E	Meters the outgoing mail by operating various postage meters, scales, and other mailing equipment. Determines appropriate carrier and affixes proper postage to outgoing mail and parcels. Processes certified mail, ensuring that the necessary forms are completed correctly and proper postage is affixed. This must be done in a timely fashion so that it can be delivered to the Kaiser Post Office between 3:30 and 4pm daily.
15%	E	Prepares items for shipping in a timely fashion, making sure that the UPS mail is processed and placed in the Loading Dock area by 3pm daily for courier pick up. Packages Sacramento's HQ "miscellaneous" mail and all field office daily mail (from "the wall") for overnight shipping via Golden State Overnight mail and places it on the designated counter by 3:30pm daily for courier pick up.
5%	M	Assists in the District Records Center, put away boxes, entering information into the database, researching information for departments and arrange boxes for shipment to the State Archive Center for destruction.

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 possess knowledge of postal regulations and rates related to various classes of mail, including registered mail, parcel post, air, certified, insured, and overnight carriers such as United Parcel and Federal Express. Must be able to prepare and interpret numerical data, rate charts, logs, computer manifests, and reports. Verifies monthly overnight carrier bills as required. Must be thorough and exercise reasonable care in examining contents of shipments both in and out of the mailroom and loading dock.

Incumbent must have working knowledge of methods, practices, and equipment used in receiving, sorting, and shipping materials and supplies.

Incumbent must have the ability to read and write English at a level required of successful job performance; make accurate computations relating to shipping and receiving; follow oral and written instructions. A valid California driver's license is required. Incumbent must demonstrate an interest in assuming increasing levels of responsibility.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for routine decisions and actions required for the daily performance of the duties described above. Errors made in shipping, receiving, mail processing, or records tracking could result in lost or delayed mail, parcels, or valuable engineering documents. Lost or delayed mail could result in considerable expense, possible project delays, or loss of project funding.

PUBLIC AND INTERNAL CONTACTS

Incumbent will routinely have contact with Caltrans employees. Shipping companies, the US Postal Service, UPS, and other courier service personnel. Internal contacts are extensive with all levels of the District organization and other State Agencies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position required daily physical activity such as twisting, pushing, lifting, walking, bending, standing, stooping, and reaching. May occasionally be required to lift packages weighing up to 50 pounds and push carts weighing up to 120 pounds. Incumbent may have to work in highly intense situations when packages/parcels are missing and must be located immediately. It is important that incumbent be able to work with others in a cooperative manner and be able to deal with a wide range of people.

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Must be able to handle people in a calm professional manner.

WORK ENVIRONMENT

Incumbent will work in a climate-controlled environment under artificial lighting. Employees may be required to use computer keyboard, video display terminal, mailing machines, scanners, printers, and other business machines.

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
