

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 8 - Program/Project Management	
WORKING TITLE Office Technician	POSITION NUMBER 908-218-1139-005	REVISION DATE 12/11/2024

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 the Administrative Support/Personnel Services supervisor, a Staff Services Manager I, in the Division of Program Project Management (PPM) the Office Technician performs a variety of complex clerical and administrative tasks to support the division. Serves as assistant to the Deputy District Director of PPM as needed. The incumbent is expected to exercise good judgment and communicate clearly and effectively both orally and in writing. The incumbent must demonstrate a positive attitude and a commitment to providing accurate, timely, and high-level customer service to all internal and external customers while maintaining complete confidentiality.

**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.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
40%	E	The incumbent is responsible for preparing, reviewing, editing, proofreading, typing correspondence, and developing reports in support of the Division of PPM. Responsible for setting up original form letters, developing complex forms and reports, composing, proofreading, and typing letters, memos, and reports, and preparing statistical charts, tables, graphs, and reports using various data sources. Prepares all correspondence and reports following established rules, regulations, guidelines, and procedures. Organizes, reviews, monitors, and tracks all documents received and provides technical editing of all correspondence grammar, quality, and proper format that requires an executive-level signature. Coordinates, reviews, monitors, and tracks division and district requests for the Deputy District Director of PPM & SSM I.
35%	E	Responsible for taking accurate meeting minutes and typing summary reports. Schedules and arranges meetings, prepares agendas, and schedules appointments for the division management. The incumbent is responsible for screening visitors and telephone calls and routing to the appropriate division. Manages the Deputy District Director of PPM's calendar and make timely schedule changes as requested. Responsible for maintaining a confidential filing system for the Deputy. Makes all travel arrangements (i.e., transportation and hotel accommodations) for the division management.
20%	E	The incumbent is responsible for keeping current records of division employees and maintaining a confidential emergency contact list for division management. Prepares and updates division employee roster and maintains the divisions telephone list. Monitors mail received for the Deputy and routes accordingly. Provide clerical support coverage to the executive team as needed. The incumbent assists in ordering and maintaining supplies and equipment for the Division. Assists in keeping inventory of equipment and ordering of supplies as needed for Division staff.
5%	M	The incumbent may participate in administrative work groups, which may have district and/or departmental impacts; assist with general clerical duties in other administrative work areas; and may perform other duties as assigned.

<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**

None

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of modern office methods, supplies and equipment; business English and correspondence; principles of effective

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training; the department's mission, vision, and strategic goals, and how the district's goals align with the department; thorough knowledge and understanding of developing effective partnerships; thorough knowledge of departmental directives and policies, governmental functions and organization at the state and local level; working knowledge of commonly used software programs and applications (i.e., Microsoft Word, Excel, Power Point, Outlook, etc.); and effective communication.

Ability to perform difficult clerical work, including the ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, spelling, and punctuation; and communicate effectively.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Must be able to make decisions using good judgment that will reflect positively for the district and the department; develop and provide alternative solutions to complex problems; establish good working relationships with district and headquarters staff who are key to the success of the district. Poor decisions could result in ineffective decisions and solutions for the district and/or department that are inconsistent with local, state, and federal rules and regulations; loss of an employee's time and/or compensation; assessment of penalties and/or fines resulting in monetary loss to the state; compromise the district's position in legal claims and/or lawsuits, and damage the district's credibility with internal and external partners.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employee's confidential information, including but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the department's reputation as a secure and confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent must be able to communicate clearly and concisely, verbally and in writing, with all levels (i.e., employees, supervisors, managers, and executive level staff) within the district office location. The incumbent also interacts with staff in various headquarters programs, as well as the public, local agencies, other state agencies, transportation partners, and elected officials. The incumbent is expected to develop and maintain good working relationships and deliver quality customer service all internal and external customers.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent must be able to use a computer and various computer programs in the day-to-day execution of job duties, and sit for prolonged periods of time. Must have the ability to organize and prioritize workloads under extreme deadline situations. Must be able to develop and maintain cooperative working relationships with all levels of staff and provide quality customer service. Must be open to change and new, creative, and innovative methods of completing work, and be able to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles, as well as create a work environment that encourages creative thinking and innovation. Must be able to sustain mental activity required for problem solving, reasoning, and decision making, and perform completed staff work. Must be able to recognize emotionally charged issues, problems, or difficult situations and respond appropriately, tactfully, professionally, and maintain complete confidentiality. Must understand the importance of excellent customer service and be willing to develop excellent partnerships with employees, supervisors, managers, and executive level staff. If necessary, must be willing to travel as necessary to other work locations within the district boundaries, other district offices, and headquarters, which may require working outside regular work hours.

**WORK ENVIRONMENT**

While at the base of operation, the incumbent will work in a climate-controlled office with natural and artificial lighting, and may experience periodic episodes with the office temperature, as the result of fluctuating building temperatures. Incumbent may also be required to travel to and from field office locations throughout the district, including other district office locations, headquarters, and throughout the state. As part of routine job duties and oversight of the district's external affairs program, may be required to work outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

This position may be required to telework from home in addition to office work at an assigned location. The amount and availability of telework and/or office work will be determined by the department based on functions of the position.

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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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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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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