

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION 42/LEGAL/SACRAMENTO LEGAL OFFICE	
WORKING TITLE OFFICE TECHNICIAN (TYPING)	POSITION NUMBER 701-001-1139-XXX	REVISION DATE 02/15/2023

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 Legal Support Supervisor I and/or Staff Services Manager I, the incumbent will act as the Legal Division Mail Clerk/Receptionist and is responsible for organization and maintenance of all daily mail and file room operations, including preparing large packages for shipment, the scanning of documents and case files for distribution, general data entry for document, and delivery tracking purposes, and general reception functions.

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, Equity, Innovation, Integrity, 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 - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement, Equity, Innovation, 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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, 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 - Engagement, Equity, Innovation, Integrity, Pride)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
30%	E	Responsible for sorting, date-stamping of all incoming mail, per current office procedures. Processing outgoing mail which includes weighing mail and affixing postage when necessary. Processing all incoming and outgoing envelopes and packages and any overnight delivery service. Forwarding incoming faxes. Maintaining spreadsheets and databases as required. Keeping the mail room clean and orderly. Handle maintenance and supplies for postage machine, including requesting additional postage.
30%	E	Reception duties: answering Legal Division's main telephone and transfer calls; greet and receive visitors to the Division. Facility liaison between Legal and the Building Manager to log electrical problems within the Legal Office, i.e., heating, cooling, lighting, telephone issues, etc.

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20%	E	Tracking, stocking and ordering of office supplies, ensuring all copy machines are equipped with paper and toner. Assist in keeping the property inventory for office equipment intake and equipment disposal. Pick up checks from Caltrans' Division of Accounting.
10%	E	Assisting the Legal Division's staff in files preparation for archiving and shipment to the State Records Center; scan documents for electronic storage; retrieve files as requested.
10%	M	Providing clerical support as assigned and on an as-needed basis, including typing, document creation, photocopying, running errands and other miscellaneous office duties.

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

Knowledge of: Use of office equipment, such as personal computer, fax machine, scanner, copier and the use of somputer software, including, but not limited to Microsoft Word and Excel is necessary.

Ability to: Use technology to simplify and streamline tasks; be open to learning new technology techniques to enhance the job; communicates in an effective manner; apply the use of technology to accomplish tasks; provide excellent service to internal and external clients; treat others fairly and with respect; take responsibility for own work; adapt to and work in a variety of situations; adapt to and work with a variety of individuals and groups; open to different and new ways of doing things; identify and deal with issues proactively and persistently; seize opportunities that arise; follows through on commitments; develop, maintain and strengthen relationships with others inside or outside of the organization who can provide information, assistance and support; manage own behavior to prevent or reduce feelings of stress and work cooperatively with other to achieve common goals; monitor the quality of work with attention to detail; act to verify information and accuracy of work; follow oral and written directions, evaluate situations accurately; take effective action and make independent decisions; and operate office equipment (i. e. fax machine, scanners, copiers, personal computer.)

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is generally responsible only for the decisions required to successfully complete job functions as described above; however, errors may affect the ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and the inability to adequately represent the Department in court. This could result in financial liability, court sanctions and/or loss of credibility in the courts, with other public agencies and the public.

PUBLIC AND INTERNAL CONTACTS

Employee must maintain cooperative working relationships with office professional and support staff, as well as other Departmental employees.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work under pressure, meed deadlines and maintain a helpful, positive attitude. Should have the ability to work on a keyboard; have manual dexterity; develop and maintain cooperative relationships; ability to focus for long periods of time. Must be able to lift and move items weighing at least 50 pounds.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditions, the building temperature may fluctuate.

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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.

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

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