

POSITION DUTY STATEMENT

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE Personnel Technician I	OFFICE/BRANCH/SECTION Division of Human Resources	
WORKING TITLE Certification Technician	POSITION NUMBER 912-610-5160-918	REVISION DATE 12/12/2024

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the general supervision of the Branch Chief, Staff Services Manager I, the incumbent assists and supports the Classification & Hiring analyst in all aspects of the certification and hiring process. Tasks include but are not limited to: accesses, inputs, retrieves and updates certification information in the Examination and Certification Online system (ECOS). The incumbent will handle the more complex duties associated with the TabFusion Project within the Division of Human Resources (DHR). The incumbent will provide exemplary customer service in all aspects of the job, demonstrate a positive attitude, and a commitment to providing quality services that are accurate, timely, and exceed our customer's expectations. The incumbent also ensures complete confidentiality of sensitive information.

CORE COMPETENCIES:

As a Personnel Technician I, 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, 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, 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, Innovation, Integrity, 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 - Engagement, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - 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, Innovation, 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 - Engagement, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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40%	E	Access advertisement requests and/or retrieve relevant advertisement information through a variety of systems, including but not limited to, shared email accounts, Smartsheets, and shared drives. Advertise departmental positions, which encompasses posting the advertisement job control on the CalHR Web site. Log all requests received on Smartsheet and/or internal system prior to publishing. Review documentation received and apply current guidance, rules and regulations as documented by DHR C&H and Cal HR. Type, format, and prepare advertisements as required to ensure formatting is consistent with internal procedures and departmental policy. Ensure completeness, accuracy, and that all required verbiage is contained in the advertisement. Review all advertisements submitted by programs who have drafting rights to ensure appropriate language is included in ads; if information or language is inaccurate, correct advertisement as necessary. Review advertisement requests form received from hiring programs and districts to ensure they contain accurate language and thoroughly capture what must be included in the advertisement. When necessary, work with district and program to clarify information received. Request updated and/or additional documentation from the C&H Analyst and/or District/ Program representative when necessary. Publish advertisements within two business days of receipt.
30%	E	Utilize the Exam and Certification Online System (ECOS) to generate certification lists for advertisements. Prior to requesting official certification list, run informal cert list and maintain a copy of this with the Smartsheet. Review informal certification list to determine whether contact letters must be sent to SROA/ General Re-Employment. Run certification lists and ensure all published advertisements contain valid certification lists. Prepare batches utilizing ECOS by running a certification list request, which will generate electronic notices by the system. Reference the Permanent Full-time certification list in the notes of all Limited Term advertisements. Notify all required contacts included in the ECOS job advertisement request form, as well as the C&H Analyst of posted advertisements and their relevant details. Notify all parties of any delays to advertisements and the reason. Document each advertisement's progress including publication or Smartsheet and/or the share drive, as well as log all relevant job control information in the Classification & Hiring PARF Tracker or similar system. Utilize Caltrans website management software to internally publish Post & Bid notices and ensure the C&H Analyst and the District/Program hiring representatives are notified of the posting.
20%	E	Send certification list hard copy contact letters via US Mail. Update candidate records; open and process C&H mail; operate various office machinery, including photocopiers, letter folders, and letter and date stamping machinery; type and proofread documents originated by supervisors and analysts. Scan and upload all hard copy applications received via USPS mail/brought in person into ECOS and ensure attachment is uploaded to appropriate JC following established unit procedures.
5%	M	As necessary, assist the C&H analyst in determining minimum qualifications of entry level classifications. Assist in resolving certification problems; and interpret laws, rules, and regulations related to the certification process and provide appropriate responses.
5%	M	Assist/back-up the C&H Office Technician and counterparts in the Northern California C&H office as needed. May, on occasion, provide training to peers or new staff as needed as it relates to job advertisements or certification list requests. Perform other duties within the scope of the classification.

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

This is a non-supervisory position.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of Caltrans mission, goals and policies.
- Knowledge of exam and human resource principles and practices.
- Knowledge of government code provisions governing the State civil service merit system; CalHR laws and rules; Departmental procedures relating to certification of list eligibles.
- Ability to read and write English at a level required for successful job performance.
- Ability to analyze written and numerical data accurately, and follow oral and written instructions.
- Ability to communicate with tact and good judgment, both orally and in writing.
- Ability to interpret and edit written material.
- Ability to write effectively.
- Ability to process work timely and accurately.
- Ability to accept increasing responsibility for accuracy and thoroughness in performance of tasks.
- Must possess good organizational skills, have the ability to operate basic office equipment and computer programs such as

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Microsoft Office.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Inaccuracies and errors in judgment could result in potential appointment revocation or loss of employment, and delay eligible list release. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a 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

This position requires extensive contact with the public, employees and human resource analysts. Such contact is usually of a highly sensitive nature and requires tact and good judgment. The incumbent will promptly and accurately respond to the public and internal clients regarding examination issues, and demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee may also be required to lift, carry, and move boxes of material from one location to another. Employee will occasionally be required to bend, stoop, or kneel; pull or push objects; grasp objects; stand for long periods of time; and twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain mental activity needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; ability to resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; and be tactful and treats others with respect.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial light. The work site may have limited viewing access to the outdoors and the incumbent will work in a cubicle office setting. Employee may also be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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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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