

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION 32/Equipment/Budgets&Admin	
WORKING TITLE Front Desk Office Technician	POSITION NUMBER 932-001-1139-925	REVISION DATE 02/28/2025

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

GENERAL STATEMENT:

Within the Division of Equipment (DOE), and under the supervision of the Strategic Planning Branch Chief, a Staff Services Manager I (SSM I), the Office Technician provides front desk reception and administrative and staff support to the Budgets and Administration Program and other offices as needed. This position requires maintaining confidentiality and discretion on sensitive matters.

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. (Employee Excellence - Innovation)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - 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. (Employee Excellence - Integrity)
- **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. (Employee Excellence - Collaboration)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - People First)
- **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. (Employee Excellence - Collaboration)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Integrity)
- **Organizational Skills**: Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Pride)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% E	Provides reception service at front desk. This includes greeting and helping visitors at the front counter by signing them in and guiding them to the appropriate staff and/or meeting room. Sign for Golden State Overnight, Fedex packages, and other miscellaneous deliveries, and deliver to addressee. Answer phones, including the main telephone line for the Division of Equipment, and direct the caller to the appropriate person and/or unit. Assists Division personnel with conference rooms when necessary, and maintains booking system for conference rooms by accepting or denying resource requests through Microsoft Outlook shared email and calendar accounts.

ADA Notice

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35%	E	<p>Act as alternate for other front desk support staff, performing all duties as necessary, including ordering office supplies, performing mail room duties, acting as motor pool attendant.</p> <p>Mail room and inventory management includes opening, sorting, and distributing all incoming mail to DOE staff at multiple locations including other Districts; sorting, weighing, and stamping all outgoing mail; and maintaining mail equipment by posting meter readings and keeping proper amount of postage in machine. Acts as courier to the post office and/or other Caltrans offices located in close proximity. May be asked to update tracking spreadsheet with overnight mail invoices, verifying the invoices received are charged correctly. Assists mail room attendant and orders and stocks supplies for Division Headquarters staff, maintaining a detailed inventory of supplies in a spreadsheet for reordering purposes to ensure that necessary supplies are maintained in stock on a continuous basis.</p> <p>Act as back up to motor pool attendant for DOE pool vehicles. Maintains reservation tracking and approval system utilizing Smartsheet software and Microsoft Outlook calendar and email. Approves or denies vehicle reservation based on availability, communicates with vehicle user all relevant information regarding policy and logistics. Ensures availability of on-site and knowledgeable personnel and access to vehicle for pickup and drop-off of keys and vehicle. Ensures vehicles are properly signed out and accounted for. Works with HQ shop to schedule and reserve vehicle for needed maintenance and repairs. Ensures vehicles are washed on a timeline consistent with current Departmental policy. May, on occasion, be asked to deliver vehicle to the Director's Office at Caltrans HQ.</p>
20%	E	<p>Provides administrative support to staff in the facility. Updates and distributes DOE's telephone roster and email contact lists. Maintains confidential and administrative files. Create and maintain spreadsheet logs for open personnel complaints, policy violations, apprentice program participant updates, and tracking of other training and human resource-related functions. Attends meetings for Administration staff, takes attendance and minutes as needed, distributing for review and filing. Edits and types office memos and other publications for administrative staff and management reports utilizing various spreadsheets and/or databases. Assists with organization of fleet records and purges records as required under the records retention schedule. May assist with travel coordination, including travel reservations and claims, for DOE Administration and backup for designated DOE Executive leadership.</p>
5%	E	<p>Performs other tasks as needed, such as submitting invoices to Accounting for payment, maintaining and troubleshooting office printers by ensuring adequate supplies of paper and toner are available and installed properly, scheduling repairs and service when necessary, and taking notes at various meetings and workshops and distributing to attendees.</p>

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: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately 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 and spelling; communicate effectively; provide functional guidance.

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to deliver or distribute the mail timely could result in late payment penalties, waste of tax dollars, and erroneous management decisions. Poor performance editing and producing written communication and communicating with the public could result in damaged credibility for the Department. Poor judgment with supply orders could result in inefficiency and/or mismanagement of state funds.

PUBLIC AND INTERNAL CONTACTS

Incumbent has direct and regular contact with Division staff and some contact in greeting the public, vendors, and State employees at the reception desk and on the phone.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit or stand for long periods of time using a keyboard and video display terminal. Must be able to lift 25-50 pounds; must have the ability to develop and maintain friendly and cooperative working relationships with those contacted in the course of work and to communicate effectively.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting.

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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