

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Division of Equipment/Maintenance & Repair/Shop 9 / 3233	
WORKING TITLE Office Technician (Typing)	POSITION NUMBER 932-029-1139-925	REVISION DATE

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:

While working for the California Department of Transportation (Caltrans) Division of Equipment (DOE) and under the direction of the Shop Superintendent provides the expertise necessary to effectively and efficiently manage the Shop office. Responsible for various subjects including fleet management, personnel transactions, health and welfare. Requires maintaining confidentiality and discretion on sensitive matters. Must know who to contact and where to find needed information in all situations that may arise, emergency or otherwise. Typically works alone on assignments.

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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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 - Integrity)
- **Continuous Professional Development**: Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence - Engagement)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Interpersonal Savvy/Partnering**: Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, 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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, 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, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Business Acumen**: Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)

TYPICAL DUTIES:

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

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50%	E	Provides assistance regarding administrative matters for the Equipment Superintendent, Supervisors, Materiel Managers, and Headquarters management and liaisons. This may include: Preparation of formal documents such as memos, spreadsheets, graphs and charts; maintaining various office logs including those for overtime, Staff Central information, training, and progress reports; assists in the preparation and compilation of special projects; files appropriate documents and certifications such as safety meeting and supervisor inspection reports; takes minutes at various Division, District, or Departmental meetings; assists with preparation of agendas, presentations, or other pertinent materials; and verifies annual training plan. Maintains Shop Superintendent's calendar by scheduling meetings and conference rooms, interviews, employee leave time, and training for shop management.
25%	E	Assists staff with payroll and personnel issues which may include completion of medical and dental benefit forms, and collection of appropriate documents needed for benefits enrollment or pay. Ensures documents are forwarded timely and to the appropriate Department headquarters staff. This may include hiring paperwork and post and bid announcements. Responsible for distribution of pay warrants, travel expense claims, and salary advances. Provides orientation for Shop employees. Keeps accurate and complete attendance records ensuring the proper use of leave balances. Schedules new hires for drug testing and processing of appropriate paperwork. Serves a receptionist for appropriate mechanic classification exams given at the District and the Shop. Assists Headquarter Safety Office by maintaining records, processing industrial accident packets, FMLA, and safety-related documents. Verifies Safety Incentive Awards are credited to eligible employees. Works with appropriate Department employees regarding payroll and personnel matters to ensure things are processed accurately and timely.
10%	E	Maintains logs for vehicle accidents, local requests, and close and sell. Tracks vehicle accident reports.
10%	E	Processes incoming and outgoing mail. Orders supplies, answers phones and maintains the Shop's file system. Prepares new vehicle files, purges and retains vehicle files after units have been sold. Catalogs and files manual revisions and correspondence.
05%	M	Prepares travel advance requests and makes travel arrangements. Keeps employee records current in the Fleet Management computer Program. Records Management representative for the Shop.

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

Principles and practices of general business management, budgetary procedures, modern office methods, forms, and equipment. Speak and write English at a level required for professional job performance. Working knowledge and principles of: Accident prevention and safety practices; methods to prepare and document equipment, materials, and cost records; operates calculator, personal computer, prepares clear and comprehensive reports; and analyzes situations and accurately adopts an effective course of action.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Error could affect employee's pay, health benefits, or leave usage. Failure to provide correct information to a Caltrans employee or Shop Superintendent could result in costly, inadequate and unnecessary delay to equipment repair. Inaccurate response to the public sector could result in a negative public image of our Caltrans officers and Caltrans in general.

PUBLIC AND INTERNAL CONTACTS

Daily contact with Caltrans employees in District, DOE Headquarters Shop, Headquarters Accounting, Personnel, Shop and the general public both in person and by telephone. Various contact with public as to vendor salespersons, employment applicants, and referrals.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent must have

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the ability to develop and maintain friendly and cooperative-working relationships with those contacted in the course of the work and to communicate effectively.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting. Office temperatures may vary throughout the day.

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

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