

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION D7/Div. of Transp. Safety and Operations/Permits	
WORKING TITLE Permit Office Technician	POSITION NUMBER 907-397-1139-006	REVISION DATE 01/24/2025

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 a Staff Services Manager and the direction of a lead worker, the Office Technician (Typing) provides clerical and administrative support to the Office of Permits, following the policies and procedures of the Encroachment Permit Manual. The Office Technician is an integral participant in processing permits from the date an application is received until a permit project is completed, closed, billed, and archived.

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 - Collaboration, Innovation, Pride)
- Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Collaboration, Innovation, Integrity)
- Ethics and Integrity**: Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Employee Excellence - 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. (Employee Excellence - Collaboration, Integrity, People First)
- Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Integrity)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity, Employee Excellence - Collaboration, 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. (Employee Excellence - Collaboration, Equity, 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. (Employee Excellence - Collaboration, 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. (Prosperity, Employee Excellence - Integrity, Pride)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
50% E	Enters and updates records in Encroachment Permit Management System (EPMS) and in Caltrans Encroachment Permit System (CEPS) for quality assurance and completeness. Advises customers of status of applications. Distributes permit application packages to internal and external customers. Prepares permit packages for filing in both electronic and paper format. Maintains paperless filing system on the server. Completes payment requests by ensuring all pertinent data is correct, aligns with office procedures and coordinates with District Cashier's office.

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10%	E	Assists in processing complete permit work. Tasks include responding to billing inquiries to HQ Accounting for the recoverable hours of review and inspection, typing bond release letters, and corresponding with permittee for missing information. Package to Accounting should include: copy of permit application, list of reviews, inspection hours, and completion notice.
10%	E	Prepares, maintains, and updates logs of permit status. Status reports include, but are not limited to: monthly/weekly distribution logs and completion notice logs. May also assist in preparing and updating logs for special administrative projects as assigned by supervisor and lead worker.
10%	E	Prepares archival file and plans for transmittal to Sacramento for microfilming. Tasks include preparation of microfilm slipsheets and permit transfer sheets to ensure proper recording of contents.
10%	E	Assist in preparing reports and documents relating to Office staffing needs. Tasks include preparing PARF packages, updating staff lists, and assisting staff on other personnel needs.
10%	E	Assists in maintaining supplies and office equipment. Tasks include: maintaining a spreadsheet to itemize necessary supplies and maintain inventory records. May call for preventative maintenance checks and/or servicing of office equipment. Assists office in other duties as assigned.

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 position does not supervise others.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Requires thorough knowledge of modern office methods and tools.

Ability to establish new work procedures and/or modify existing procedures to keep pace with automation and technology in order to maintain or improve production efficiency in the Office.

Ability to make clear and comprehensive reports using various tools such as word processing and spreadsheet computer software. Aware of and have basic understanding of current Caltrans policy and procedures.

Requires concentrated analysis of all permit files to ensure completeness of records. Must be able to spot potential problems and take appropriate action.

Ability to exercise a reasonable degree of initiative and independence in performing assigned tasks.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The work at this level must be carefully thought out to assure that established policy and procedures are followed. Improper decisions could result in deadlines required by law not being met, and delays could result in financial loss to the permittees and legal liability to the State.

Lack of due diligence in delivering complete packages may result in complaints from the public and our customers.

PUBLIC AND INTERNAL CONTACTS

Must be able to develop and maintain cooperative working relationships, resolve issues in a reasonable and diplomatic manner to ensure a cohesive and productive work environment. May be subject to and have ability to handle irate public in a calm manner. Sound verbal and written communication skills are required, as there is extensive exposure to the general public. Daily contact with office staff requires the ability to respond tactfully and diplomatically to ensure a cohesive and productive work environment.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be expected to use a computer and may be required to sit long periods of time using a keyboard and video display terminal.

Incumbent may be required to move large or cumbersome documents from one location to another.

Must grasp the essence of new information and master new technical and business knowledge.

ADA Notice

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Must have ability to focus for long periods of time in order to create and/or process documents and meet strict deadlines. Alternatively, must have the ability to meet competing deadlines; adapt to change in tasks; and show ability to organize, prioritize and complete various tasks with short notice.

The incumbent should demonstrate a sense of responsibility and commitment to providing quality customer service and meeting essential performance and productivity expectations.

WORK ENVIRONMENT

Incumbent will work in the District 7 (Los Angeles) office building in a climate-controlled office under artificial lightning and use a computer and other office equipment. Most employees will work in a workstation within shared cubicles. Working hours will be set sometime between 7:00 AM and 5:00 PM Monday through Friday. Alternate work hours can be considered if operational needs are met.

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 headquarterd location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquarterd location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquarterd location will be the responsibility of the selected candidate.

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
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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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