

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION D3 North Region Division of Right of Way (Eureka)	
WORKING TITLE Office Technician	POSITION NUMBER 927-400-1139	REVISION DATE 10/28/2025

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

GENERAL STATEMENT:

Under direction of a Senior Right of Way Agent, incumbent regularly performs a variety of clerical support duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. The incumbent independently types various forms and letters, prepares complex agreements and reports, enters information and prepares reports using various databases and programs, sorts and distributes mail, organizes and maintains files, and assists with special projects. Possession of a valid driver's license is required when operating state owned or leased vehicles.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (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 - Equity)
- **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 - Integrity)
- **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 - Equity)
- **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)
- **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 - Integrity)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Collaboration)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
35%	E	Typing duties using software such as Microsoft Word and Excel are an essential part of the position and may include typing reports, deeds, contracts, Right of Way certifications, memorandums of settlement, encroachment permit applications, letters of permission, typing letters of Notice of Inspection to Grantors, and typing and creating and maintaining files for all Right of Way functions.
30%	E	Filing and record management may include creating and purging files. Statistical and other record keeping may include keeping record logs on monthly production, completed datasheets, engineering transmittals, Appraisal comparable sales, and entering information into various database systems.

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10%	E	Incumbent will assist maintaining office supply inventory and ordering office supplies as needed. This may involve maintaining office credit card and balancing payments monthly using EFIS Advantage and the online bank statement systems.
10%	E	Post documents and information in various databases. Close out files by verifying payment, checking accuracy of Deeds from Recorder's Office and/or title company, and checking final documents. Participate in Regional Status and Planning & Management meetings as well as special project meetings. Attend Planning and Management Council, Hot Topic meetings, and Computer User Group (CUG) meetings, as needed.
10%	E	Process incoming and outgoing mail, including letter certification when needed. Send out faxes and answer incoming phone lines. Utilize software such as Microsoft Outlook to communicate via e-mail. May backup other clerical staff when needed.
5%	M	Act as receptionist when needed. Reserve conference 5% rooms as needed.

<sup>1</sup>ESSENTIAL 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  
Incumbent will have the ability to spell correctly; make arithmetical computations; operate computer and various other office machines. Incumbent must be able to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material. Desirable characteristics include positive attitude, self-starter, and knowledge or ability to learn to use various databases and programs. Must have a valid Typing Certificate for 40 + words per minute.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR  
The incumbent exercises a high degree of initiative and independent judgment. Errors may result in late payments to property owners or delay in project schedules.

PUBLIC AND INTERNAL CONTACTS  
Incumbent is required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. Incumbent may have daily contact with other public agencies and private individuals. May occasionally encounter hostile public and employee is expected to maintain a favorable public image for the State.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS  
May require sitting for prolonged periods. Duties may require lifting, kneeling, stooping, reaching and squatting while unpacking, storing and stacking of paper supply boxes and other office supplies and equipment. Incumbent should have the ability to develop and maintain cooperative working relationships.

WORK ENVIRONMENT  
While in the office, employees will work in a climate-controlled office under artificial lighting.

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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
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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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