

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION Division of Accounting/ORSA/Admin. Services Section	
WORKING TITLE Office Technician (General)	POSITION NUMBER 900-081-1138-XXX	REVISION DATE 11/17/2025

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

GENERAL STATEMENT:

Under the supervision of the Staff Services Manager I, Administrative Services Section, the Office Technician (General) will independently performs a variety of the most difficult technical tasks in support of the Division of Accounting. The Office Technician (General) is responsible for the daily sorting, stamping, and distribution of incoming mail throughout the division, processing outgoing mail and assisting with the maintenance of equipment databases and the deployment of equipment.

CORE COMPETENCIES:

As an Office Technician (General), 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, Employee Excellence - Collaboration, Integrity)
- Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, Employee Excellence - Collaboration, People First)
- 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. (Safety, Employee Excellence - Equity, People First, Pride, Stewardship)
- 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, Employee Excellence - Equity, People First, Pride)
- Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety, Employee Excellence - Equity, Pride, Stewardship)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Employee Excellence - Collaboration, Stewardship)
- 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, Employee Excellence - Equity)
- Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Equity, Employee Excellence - Equity, Pride)
- Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Safety, Employee Excellence - Equity, Stewardship)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35%    E	Independently process incoming mail, which includes receiving, opening, coding, sorting, stamping, and distributing to the desired recipient. Complete the mail log and keep customers informed of delivered packages using outlook, phone, and other communication methods. Inform customers of any interruptions that may impact the processing of mail. Process outgoing invoices daily for mailing, including operating and maintaining the mail-stuffing machine. Arrange bulky material for separate delivery and prepare inter-agency material. Process courier mail deliveries and record tracking information. Prepare packages for mailing as needed. Provide service for emergency delivery or non-schedule services as assigned.

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25%	E	Assist in coordinating the deployment of equipment with the Division of Information Technology, manage inventory, and track equipment used by employees for both home and office. Maintain records ensuring the proper procedure are met. Perform a variety of complex clerical duties, including data entry in tracking systems, filing, scanning, indexing, and assisting in the preparation of reports and logs. Prepare and maintain documents and databases, support the maintenance of the division's equipment database, prepare equipment for survey, and assist with tracking equipment setup, breakdown, and storage.
25%	E	Work closely with the Lead Equipment Analyst to record, track, update, catalog, and maintain related records for all equipment held by employees at home and at their desks/offices. Harvest and prepare equipment that is scheduled to for surplus. Responsible for identifying equipment for surplus, preparing and coordinating the necessary documentation, contacting vendors, and arranging for confidential destruction.
10%	E	Serve as the divisions Facility staff responsible for coordinating repairs, workstation adjustments, ergonomic modifications, and reasonable accommodation requests.
5%	M	Backup to the checkroom and perform other job-related duties within the scope of the classification as assigned.

<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  
Knowledge of the principles of modern methods of business administration and the organization. Basic understanding of the accounting program. The ability to work independently, be able to communicate effectively, be able to interpret written material, write effectively, reason logically and use analytical techniques to solve varied administrative problems. The ability to deal with a large number of staff and the ability to provide quality customer service and be able to deal with people in a professional and respectful manner. The ability to meet deadlines and work commitments routinely and without consistent intervention by the supervisor.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR  
Employees are responsible for carrying out a wide range of duties of an administrative and analytical nature. Failure to recognize problem areas or otherwise effectively carry out assigned responsibilities could result in loss of equipment/records, interest penalties on payments, inadequate staff development, and inability for the Divisions to effectively perform duties.

PUBLIC AND INTERNAL CONTACTS  
The incumbent will routinely work with all levels of management within the DofA; work directly with Division staff; work with employees of other departmental programs, peers within the section and vendors.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS  
Employees may be required to sit for long periods of time using a keyboard and video display terminal. They may also be required to move large or cumbersome reports/boxes from one location to another. Have the ability to concentrate and meet strict deadlines at times. Most of the jobs in the Division require interaction with many people. It is important that employees work with others in a cooperative manner.

WORK ENVIRONMENT  
While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Most employees will work in workstations within shared cubicles. Working hours will be set sometime between 6:00 a.m. and 6:00 p.m. Overtime may be required, and vacations may be restricted during peak times and fiscal year-end closing. Employees may be required to travel in state, but the travel is not very frequent.

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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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