

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing) - Limited Term	OFFICE/BRANCH/SECTION D42/Legal/Sacramento	
WORKING TITLE Office Technician	POSITION NUMBER 701-001-1139-043	REVISION DATE 02/06/2026

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

GENERAL STATEMENT:

Under the direct supervision of the Supervisor I, or Supervisor II, the incumbent will act as the Legal Division Mail Clerk/ Receptionist and is responsible for the processing and distribution of all daily mail and checks, preparing packages for shipment, copying and scanning documents, data entry, mail room/reception functions, and claims and litigation support.

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)
- **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 - Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Integrity)
- **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 - Innovation)
- **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 - Innovation)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Innovation)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	Process and distribute incoming mail per current office procedures including identifying types of mail (letter, claim, discovery and other legal documents), identifying the legal case where the document should be filed using legal database, and distributing to appropriate staff. Prepare and assist staff with outgoing mail including shipping services and timely delivery to the mail room.

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30%	E	Receive and screen incoming telephone calls and make appropriate referrals, greet and receive visitors to the Legal Division. Maintain the reception shared mailbox, conference room reservation system, and assist with room reservations requested by Legal staff. Maintain division rosters, contact sheets, and phone logs using Microsoft products (Word, Excel, Outlook). Ensure all copiers are stocked with paper and toner, and supplies are stocked in all shared work areas throughout the office daily. Distribute, track, and log Regional Transit light rail passes.
30%	E	Data entry and maintenance using Microsoft products and legal databases, copy and scan documents as needed. Track inventory and organize office supplies. Assist with onboarding tasks including office set up, creating name plates, and IT tickets if requested. Order business cards. Independently draft letters and emails using proper spelling and grammar, and edit documents as needed. Track and monitor assignments to ensure that deadlines are met. Maintain a log of all mail and checks processed using Microsoft products (Word, Excel, Outlook).
10%	M	Assist staff in preparing files archiving/shipment of files to State Records Center, copying, scanning, running errands, picking up paychecks from Caltrans' Division of Accounting.

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: Use office equipment, such as computers, fax machines, copying and scanning, postal machines, and computer software (Microsoft products, to include Word, Excel, and Outlook).

Ability to: To use computer software, such as Microsoft Outlook, Excel, and Word. The incumbent should be able to learn new technological processes as they become available, such as new databases. The incumbent should also take responsibility for their own work, have the ability to adapt to new situations and process improvements. The incumbent should be able to accept constructive criticism and apply feedback to successfully complete their job tasks.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible and accountable for their own work product. However, errors made by the incumbent may impact the Legal Division's ability to promptly and accurately advise the Department or the Division's ability to represent the Department in court. This could result in financial liability, court sanctions, and/or loss of credibility in the court system, public agencies, and/or with the public.

PUBLIC AND INTERNAL CONTACTS

The incumbent should be able to provide positive customer service to the public and Division guests. The incumbent should also develop and maintain positive and professional relationships with Division and Department employees.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent should be able to work under pressure, meet deadlines, and ask questions. The incumbent should be helpful and positive, develop and maintain cooperative relationships, and have the ability to focus for long periods of time. The incumbent should be able to lift and move items weighing up to 40 pounds. The incumbent should be able to type at 40 words per minute and have hand dexterity.

WORK ENVIRONMENT

The incumbent will work in climate-controlled office under artificial light, however, building temperatures may fluctuate due to periodic temperature control problems.

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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

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE
