

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 2/Administration/Resource Management	
WORKING TITLE Office Technician	POSITION NUMBER 902-001-1139-XXX	REVISION DATE

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 the Office Chief of Resource Management, a Supervisor I, the incumbent will perform a variety of clerical support duties including but not limited to mail operations and carpool management. Incumbent is expected to exercise a high degree of initiative and independence in performing assigned tasks. Incumbent will act as the D2 Automotive Liaison. Manages the District light vehicle fleet of approximately 20 vehicles. Incumbent will provide backup coverage for the Executive Assistant and Cashier in their absence. A valid California class C driver's license is required when operating a State vehicle.

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 - Collaboration)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Integrity, Stewardship)
- **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 - Pride)
- **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 - Collaboration, Stewardship)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Employee Excellence - Collaboration)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Pride)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Safety - Collaboration, Stewardship)
- **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. (Safety - Innovation)
- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Employee Excellence - Integrity)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
40% E	Perform daily pickup and delivery of mail to outlying offices and U.S. Post Office. Perform daily mail delivery to various offices within the District Office complex and to various office locations. Independently sort, weigh and post all outgoing mail daily. Process U.S. Postal Service items including registered, certified, and first-class mail. Ship and receive packages from various delivery services such as UPS, FedEx, GLS, etc.

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40%	E	Will act as the D2 Automotive Liaison. Manages the District light vehicle fleet of approximately 20 vehicles by assigning vehicles in a manner to equalize usage across the fleet. Ensures fleet cards, pre-operation books and keys are ready for pickup. Processes pre-operation check sheets and preventive maintenance records. Coordinates with Shop 2 for scheduling of needed or routine vehicle service and/or repair. Files and maintains required documentation on fleet vehicles. Verify employees have completed Fleet Card User Agreement prior to using a fleet vehicle. Maintain and update Fleet Card User Agreements. Coordinate replacement of malfunctioning, lost, or stolen cards. Ensure vehicles are cleaned externally and internally on a regular basis.
10%	E	Procure mail room supplies and mailing services. Process and track invoices to ensure the prompt payment act is adhered to. Operate and maintain mailing software programs and mail room postage meter equipment to ensure optimal functionality is achieved. Order postage for postage meter and initiate service calls on equipment as needed. Update employee location listing and employee distribution lists.
10%	M	Provides backup for Cashiering, Record Retention, and Executive Assistant in their absence. Updates and maintains District Outlook email groups for the various offices within the Administration Division as needed. May assist on special projects/assignments and complete 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 other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of modern office methods, supplies and equipment; business English and correspondence practices. Knowledge of personal computer use and computer programs such as Microsoft Word, Excel, and database programs; utilizing the computer to handle forms for the various offices within the division.

Ability to perform challenging clerical work including ability to spell correctly; use proper English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; make clear and comprehensive reports and keep challenging records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance. Must be able to analyze and prioritize work situations and take effective action to resolve problems encountered.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for completing assignments thoroughly and accurately prioritizing workload based on need/due dates, working under pressure to meet the deadlines of assigned work, and notifying the Supervisor I if the deadline cannot be met. Consequences of error may include missed deadlines, duplication of work, delay in productivity, poor working relationships, or corrective action.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have contact with all levels of departmental staff as well as the general public and must remain professional and courteous at all times.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to possess manual dexterity; perform bending, stooping, and kneeling. Driving to and from outlying offices and post office as required. Ability to lift and move material of up to 20 pounds is required. Incumbent may be required to sit for long periods of time filing, copying, and/or using a computer. Must be self-motivated and be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Job duties may require the employee to have a sustained mental activity state which is needed for problem solving, analysis, and reasoning. Incumbent must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations, recognize emotionally charged issues or problems, and acknowledge the various responses.

WORK ENVIRONMENT

While in normal office setting, incumbent will work in a climate-controlled office under artificial lighting as well as outdoors driving a vehicle to have service or repair work completed or to transport the mail from one location to another. Mail delivery duties may require transporting boxes and some bulky items. May be required to do some travel in inclement weather, work outdoors, and be exposed to dirt, noise, uneven surfaces and extreme weather conditions.

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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

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