

**POSITION DUTY STATEMENT**

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION Office of Sacramento Facility Operations	
WORKING TITLE Office Technician	POSITION NUMBER 702-023-1139-012	EFFECTIVE DATE 07/06/2026

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

**GENERAL STATEMENT:**

Under the direct supervision of the Building Manager, Headquarters Building Management Branch, a Supervisor I, the incumbent is responsible for performing a wide variety of customer service duties in support of the Caltrans Headquarters building and is responsible for providing clerical support with a high degree of initiative, independence, and good judgment in performing tasks for the Division of Business Operations (DBO). Daily tasks may include, but are not limited to, developing, administering, and coordinating general office functions. Specific duties and responsibilities are:

**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. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Strengthen Stewardship and Drive Efficiency - Pride)
- **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. (Cultivate Excellence - Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Equity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **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. (Strengthen Stewardship and Drive Efficiency - Pride)
- **Organizational Skills**: Keeps work prioritized and organized. Logically approaches situations. (Strengthen Stewardship and Drive Efficiency - Equity)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	Assigns daily parking permits in accordance to established guidelines and coordinates with the HQ Building Manager, the Parking Coordinator, the Statewide Security Office staff, DMV, and CHP for parking violations. Coordinates temporary parking needs with available resources, and provides parking alternatives to customers. Inputs customer's temporary parking information into the HQ Parking Database and ensures accuracy of database information. Schedules conference rooms efficiently addressing expected occupancy & usage needs; and enters reservation information into the MS Outlook conference room calendar for customers. Monitors the HQBOC MS Outlook Mailbox and distributes requests to the appropriate Building Operations Analysts. Provides information on the shower and bicycle locker facilities, and reviews requests for bulletin board and lobby postings.
25%	E	Assists with tenant inquiries/calls/emails reporting facility issues such as HVAC hot/cold requests, requests for custodial services, pest control concerns, etc., and gathers pertinent information to determine the appropriate service provider. Contacts and arranges services to be provided and communicates the details of the requests to the appropriate Building Operations Analysts. Enters service request information into a DGS Maximo service request system to track and close-out upon resolution. Assists Operations Lead by researching status of service requests and completions. Directs tenants to appropriate Building Operations Analysts to address more involved facility requests. Prioritizes tasks, based on existing and new service needs, and independently determines which require notification to co-workers and/or management. Communicates information received to and from tenants, contractors and other facilities staff on procedures, status of service requests while ensuring information is verified, current and correct.
20%	E	Incumbent may assist in the Statewide Security Office (SSO) as needed, providing help at the customer service counter and processing necessary paperwork related to security and/or employee badges. Tasks involved in assisting the SSO include, but are not limited to responding to in-person, email, and phone inquiries; assisting other staff within the SSO, processing new and renewal badge requests; processing and tracking badge returns and cancellations for separated employees; and responding to security incidents.
10%	E	Operates various printers and copiers in the HQ BOC and the SSO, filling paper supplies and requesting service as needed; monitors inventory of office supplies and equipment, notifying the HQ Building Manager when necessary supplies are low; screens incoming correspondence and mail, distributing to appropriate staff members within the Division; files and maintains administrative files as needed; and provides assistance when necessary with various general office support activities. Incumbent is responsible for composing, typing, and updating letters, memos, reports, contact lists, studies, forms, statistical data, manuals, and other required documents for Division staff, reviewing the documents for consistency with administrative policy as well as formatting, grammar, and clerical accuracy. Incumbent provides clerical support in the coordination and administering of the interview process that is required to meet DBO staffing needs. The incumbent will reserve rooms, schedule interviews, prepare necessary documents, coordinate arrival/escort/exit for interviews, and other related duties that provide support throughout the interview and selection process.
5%	E	Receives initial notification of building emergency and first aid needs; responds quickly and calmly to coordinate emergency services required. Uses the building's public announcement system to notify HQ tenants of emergencies.

<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**

This position does not supervise other employees.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

**Knowledge:** This position requires knowledge of principles and modern methods of public and business administration, principles of general office management, computer terminology, modern office methods, forms, and equipment.

**Abilities:** Position requires the ability to establish and maintain effective working relationships within the Department; communicate effectively both written and verbally; and plan, organize and prioritize assignments. Incumbent must be able to reason logically and creatively; interpret and apply rules and procedures, and develop and evaluate alternatives; collect data and present information effectively in a clear and concise manner.

**ADA Notice**

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Analytical Requirements: This position performs a variety of general clerical duties plus performs typing duties as an essential part of the job. Although detailed assignments with a wide variety of responsibilities are regularly required, analytical requirements are not part of duties for this position.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to complete assigned clerical functions and duties in a timely and accurate manner could result in inefficient use of operation funding, suspension of purchasing privileges and inability to meet DBO expected level of service.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will have contact with the Director's Office, district staff at all levels, outside vendors, and consultants.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time.

Position requires occasional bending, stooping, kneeling, and lifting up to 25lbs.

Mental: Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

Employee must be able to concentrate in order to review and create documents and meet strict deadlines at times.

The work environment encourages creative thinking and innovation.

Emotional: This position requires interaction with a myriad of personalities. Must be able to establish effective working relationships.

Must be considerate when responding appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect.

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### WORK ENVIRONMENT

The employee 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. The duties of this position are performed in a modern office setting, of mixed hard-walled and modular furniture design. The primary workspace is of modular design, containing computer and telecommunications equipment, and this position requires in-person attendance based on operational needs. This position may require occasional local travel to other offices in the Sacramento area. Travel outside of the office is conducted in either a personal vehicle, a state-owned vehicle, or on light rail.

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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.)

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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