

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION District 10/Maintenance Support	
WORKING TITLE Warrant Distribution and Administrative Support Technician	POSITION NUMBER 910-620-1138-xxxx	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 direction of the Supervisor I, the Office Technician provides administrative support to the Region Maintenance staff. Also provides clerical support within maintenance support as it pertains to the hiring process by scheduling and preparing for interviews. The OT works closely with maintenance managers, superintendents, supervisors, and maintenance support staff to ensure accurate payroll, pay warrant distribution and interviews are scheduled in a timely manner. The OT is required to maintain professional, courteous behavior and with the public and all Caltrans employees, to provide thorough and accurate work products, and demonstrate flexibility, and teamwork.

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (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 - Collaboration)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (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. (Employee Excellence - Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - People First)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration)
- **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)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Employee Excellence - Collaboration)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Collaboration)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	The incumbent is responsible to receive, sort, log, distribute: payroll documents, pay warrants, TEC's, TA's to maintenance employees in accordance to Caltrans policies and practices; works together with District Cashier and Headquarters staff regarding any anomalies that may occur and assists in the resolution of discrepancies; assists in reconciling pay issues; documents and closely monitors issues until resolved.
40%	E	The incumbent is required to provide administrative and clerical support as assigned and schedules interviews, gathers and compiles information in preparation for the interviews. Works closely with hiring liaisons/analysts and follows up with managers, supervisors, superintendents as needed to ensure interviews are scheduled in a timely manner.

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15%	E	The incumbent tracks and pays MAZEPP invoices, tracks over time reports, picks up and sorts mail when on-site, accepts or denies conference room reservation requests as necessary.
5%	M	The incumbent is responsible to provide support and backup coverage to peers and general office duties. Participates in all meetings, training, etc. when requested. The incumbent may travel in order to provide necessary support and complete required training. May act as a scribe in meetings as needed.

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

The incumbent does not supervise staff

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent utilizes, demonstrates, and maintains professional, courteous communications with the public and all other employees; incumbent utilizes computer skills complete recurring tasks that may arise associated with job duties. The incumbent must possess a valid Class C, California Drivers License, and may be required to travel to assigned areas of responsibility to assist Supervisors with meetings, interviews, and/or other special assignments as needed. Incumbent receives written and/or verbal instructions, serves as a scribe- types/prepares minutes, agendas, and distributes once approved. Must maintain knowledge of the Department's Mission, Vision, Goals, Values and priorities with knowledge of the Maintenance Program and resources available. Must maintain knowledge of departmental and district manuals, policies and procedures relating to maintenance activities. Must have a working knowledge of principles and practices of general business management, modern methods of public and business administration, basic administrative office practices. Must have possess the interpersonal skills required to become an effective team member, utilize effective communication, demonstrates teamwork and flexibility and strives to provide excellent administrative support. Must take appropriate action as dictated by schedules, receipt of information, or documents and interacts with the public professionally and courteously. Must be able to work under pressure, follow instructions, meet deadlines, and prioritize work to meet needs. Must be able to recognize potential issues, and elevate appropriately for corrective measures. Open communication is critical with District, Administration, Headquarters, Region management, and staff at all levels.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent has responsibility for providing a positive image of the Department. Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption. Reporting of inaccurate information could cause program managers to make erroneous decisions. Errors in judgment may result in the release of confidential information. This may result in monetary loss to the department in the form of lawsuits, grievances or other legal action. Incorrect information given to employees may adversely affect their employment status and/or employment eligibility. Incorrect information provided to the public may result in a loss of credibility for the Department. A strong commitment to customer service is a must. Indiscretion with confidential information can result in a liability for the Department. Poor customer service to employees could adversely affect the image of the Department.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, Social Security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent may have daily contact with all levels of employees and the public, and is expected to exercise tact, discretion, and excellent communication and customer service skills. Must be able to communicate by phone, letter, e-mail, and in person with employees, private citizens, concerning all areas of job related duties. It is a requirement to project a professional and business-like image, and to develop and maintain effective working relationships with Executive Management, Supervisors, Superintendents, and Region staff, as well as District, HQ, and Statewide contacts.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to determine and execute an effective course of action while under pressure. Must be able to sit and/or stand for long periods of time and perform tasks utilizing a personal computer and telephone, or traveling in a vehicle. The workload is subject to frequent, substantial, and unexpected changes within a short time period. Must be able to maintain emotional stability, and work as a team to communicate reasonably and diplomatically. The 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. Must have the ability to apply sound judgment. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to participate in a work environment that encourages creative thinking and innovation; must have ability to develop and maintain cooperative working relationships; be a self-starter; respond appropriately in difficult situations.

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WORK ENVIRONMENT

The incumbent will be exposed to computers, various lighting conditions - including but not limited to artificial lighting in a standard work cubicle, will be required to stand or sit for prolonged periods. Must be able to work at a keyboard and focus on complex tasks for long periods of time. Must be able to organize and prioritize large volumes of work documents. Overtime may be required, and vacations may be restricted during peak times and fiscal year-end closing. Travel throughout the district may be required.

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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