

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION Office of Employee Health and Safety	
WORKING TITLE Adminstrative Support	POSITION NUMBER 702-015-1139-XXX	REVISION DATE 02/01/2023

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 Office Chief, a Staff Services Manager II, in the Office of Employee Health and Safety, the incumbent is responsible for performing a wide spectrum of clerical and customer service duties for the workplace violence prevention program, statewide telework program, safety data and ergonomics branch, and provide support to the office safety specialists. The position will assist with coordinating employee health and safety training. The OT demonstrates a positive attitude and a commitment to providing quality service that is accurate and timely. This position is expected to continually enhance our customer's experience by implementing and utilizing proven customer service practices.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Employee Excellence - Collaboration, Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Equity, Integrity, Stewardship)
- **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. (Equity - Equity, Innovation, 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. (Safety, Employee Excellence - Innovation)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Innovation, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Innovation, 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, Integrity)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Innovation, Stewardship)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
55% E	Serve as the administrative support for the Workplace Violence Prevention Unit. Duties include answering the phone line, typing, editing, formatting, filing, reproducing, and distributing investigative and training materials. Managing the email inbox, processing forms, and responding to inquiries as appropriate. Agenda and meeting minutes for bi-monthly meetings. Creates and maintains investigative case files, assigns case numbers and processes case closures per current procedures. Inputs information into database to create new or update existing records.

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35%	E	Assist with scheduling training sessions, classroom set up and tear down for HQ related training including preparing mover requests for management signature, ensuring that they are submitted to facility management and the rooms are set up properly. Maintain class rosters, create and distribute electronic surveys for completed training sessions and program evaluation. Use the Learning Management System (LMS) in Staff Central to submit or cancel training requests/records. Prepare, submit, and pick up reprographic orders. Answer questions, staffing trainings, and enrolling students.
10%	M	VTC and phone bridge requests for meeting usage. Maintain library of recommended training and video resources. Assists with personnel matters including printing applications, calling candidates to schedule interviews, greeting and escorting candidates. Update and maintain the WPVP policies and procedures, web pages, and organization chart. Process office supply requests as needed. Answer the Office of Employee Health and Safety phone line, answer general questions, and direct the more complex questions to appropriate staff. Other duties as requested.

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
Performs administrative support skills at a journey level; possess the ability to type with a high rate of accuracy; proficient in spelling, punctuation, grammar and editing; possess a good working knowledge of office procedures; demonstrate effective and diplomatic verbal and written communication skills in dealing with all levels of internal and external employees; possess a high level of coordination skills including the ability to coordinate multiple projects and meet deadlines under pressure; possess skills in software applications such as Word, Excel, TEAMS, Outlook, and other programs from the Microsoft Office 365 platform as required. Must be able to follow written and oral instructions. Must have excellent telephone skills and a good command of the English language. Ability to type at a speed of 40 words per minute.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
Improper recommendations or decisions may effect Caltrans ability to meet its goal of providing quality service to it customers and affect our commitment of being dedicated to public service that strives for excellence and customer satisfaction.

PUBLIC AND INTERNAL CONTACTS
Frequent contact with internal and external partners, including, but not limited to, Safety and Management Services staff, Caltrans employees, vendors, contractors, members of the public or other State agency employees. Provides quality customer services and responds to requests in a timely manner.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Must be open to change and new information; adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; have the ability to multi-task; complete tasks or projects with short notice; be able to collaborate, develop and maintain working relationships. Must be able to develop and maintain cooperative relationships. Values cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT
This position is a hybrid telework position that will be mostly work from home. The may be required to come into the office as needed where they will work in a climate-controlled office environment and under artificial lighting; sit for moderate period of time using a keyboard and computer monitor; walk or drive to various Department sites, if needed.

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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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