

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (Typing)	OFFICE/BRANCH/SECTION 42/San Diego/Legal	
WORKING TITLE Legal Receptionist	POSITION NUMBER 701-004-1139-916	REVISION DATE 09/16/2026

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 II, the incumbent will serve as the Receptionist for the San Diego Legal Division office. This role acts as a primary point of contact for the public, internal staff, and external clients, and is responsible for processing invoices for payment.

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, Equity, Innovation, Integrity)
- 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, Equity, Innovation, Integrity)
- 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 - Collaboration, 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. (Employee Excellence - Collaboration, Equity, Innovation, Integrity)
- Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Equity, Innovation, Integrity)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, Equity, 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 - Collaboration, Equity, Innovation, Integrity)
- 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 - Collaboration, Equity, Innovation, Integrity)
- Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Collaboration, Equity, Innovation, Integrity)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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45%	E	The incumbent will serve as the primary receptionist, responsible for managing the daily operations of the front desk. Key duties include answering the main phone line, transferring calls as needed, and greeting visitors to the legal office. Acting as the facility liaison, the incumbent will log and report office issues—such as heating, cooling, lighting, and phone problems—to the building manager. Additional responsibilities include providing clerical support through photocopying, scanning, creating spreadsheets, running errands, and performing other miscellaneous office tasks. The incumbent will sort, date-stamp, and scan all incoming and interoffice mail, as well as process outgoing mail by weighing, affixing postage (manually or with a meter), and dropping off items. All incoming and outgoing mail, packages, and overnight deliveries will be handled efficiently. Incoming faxes will be checked and delivered via email to the appropriate staff members. The incumbent will maintain spreadsheets and databases as required, keep the mail room clean and orderly, and manage maintenance and supplies for printers and the postage machine—including requesting additional postage. Typing and filing duties are also required.
30%	E	Receive invoices, stamp them, and log their details in spreadsheets. Assemble invoice packets and submit the completed payment packets to Contract Payables.
20%	E	Supports claims processing by organizing and entering new claims into the claims database. Ensures each claim is properly signed and accompanied by all required documents. Updates the claims database as needed, assigns claim numbers, and communicates with claimants via email or telephone. Types correspondence as necessary to facilitate the claims process
5%	M	Monitor office supply inventory by regularly reviewing usage and remaining stock, and preparing lists of items to be ordered. Track, stock, and help facilitate supply orders to ensure the office remains well-equipped. Ensure all copy machines are supplied with paper and toner. Pick up checks from the Caltrans Division of Accounting and deliver them to employees. Perform other job-related 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
None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Knowledge of: Modern office methods, supplies, and equipment; business English and correspondence; knowledge of Microsoft Word, Excel and Adobe Acrobat.
Ability to: Use technology to simplify and streamline tasks; be open to learning new technology techniques to enhance the job; communicate in an effective manner; apply the use of technology to accomplish tasks; provide excellent customer service to internal and external clients; treat others fairly and with respect; take responsibility for own work; adapt to and work with a variety of situations, individuals and groups; open to different and new ways of doing things; identify and deal with issues proactively and persistently; seize opportunities that arise; follows through on commitments; develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support; manage own behavior to prevent or reduce feelings of stress; and work cooperatively with others to achieve common goals; monitor the quality of work with attention to detail; act to verify information and accuracy of work; follow oral and written directions, evaluate situation accurately, take effective action and make independent decisions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent is generally responsible only for the decisions required to successfully complete job functions as described above; however, errors may affect the ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and inability to adequately represent the department in court. This could result in financial liability, court sanctions and/or loss of credibility in the courts, with other public agencies and the public.

PUBLIC AND INTERNAL CONTACTS
Employee must maintain cooperative working relationships with office professional and support staff as well as other departmental employees. Must be professional in handling all types of phone calls and greeting the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Must be able to work under pressure, meet deadlines and maintain a helpful, positive attitude. Must have ability to work on a keyboard; have manual dexterity; sit for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time.

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WORK ENVIRONMENT

While at their base of operation, employees 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.

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