

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Business Service Assistant (Specialist)	BOSS/Business Services/Reprographics	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Business Service Assistant (BSA)	702-035-4707-XXX	09/22/2026

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the general direction of the Associate Printing Plant Superintendent (APPS), the Business Service Assistant (Specialist) (BSA), advises and consults with clients on all Reprographics requests. They will manage all incoming projects and production control for the entire Reprographics Unit. This includes entering project data into a spreadsheet and tracking the status throughout production. They will serve as the primary CAL-Card purchaser and backup contract manager for the Reprographics Unit. This includes processing payment(s) and utilizing the AMS Advantage accounting system.

CORE COMPETENCIES:

As a Business Service Assistant (Specialist), 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 - Innovation)
- Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Prosperity, Employee Excellence - Innovation)
- Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Employee Excellence - Innovation, People First)
- 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 - Innovation)
- Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Innovation)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Prosperity, Employee Excellence - Innovation, Stewardship)
- 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. (Safety, Prosperity - Innovation, People First)
- Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation)
- Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Prosperity, Employee Excellence - Innovation, Pride)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

40%	E	As an authorized primary CAL-Card (CC) holder, coordinates and completes purchases and processes payments for office supplies, services, minor and major equipment, and furniture on behalf of the Reprographics Unit. Researches laws, rules and policies as they relate to CC and other purchasing methods. Responsible for meeting deadlines associated with all purchasing methods including monthly reconciliation for all CC purchases. Maintains records in accordance with the approved Records Retention Schedule (RRS). Responsibilities include researching, analyzing, preparing, and monitoring various Reprographic contracts and purchasing. Manages maintenance agreements and service contracts, develops the necessary scope of work. Researches and analyzes each request to determine that purchases are being made in accordance with departmental procedures and policies utilizing small businesses, Disadvantaged Veteran Enterprise (DVE) and Disabled Veteran Business Enterprise (DVBE). Responsible for obtaining bids, contracting vendors, and analyzing information to make cost effective decisions when purchasing items. Responsible for preparing purchase orders, maintaining an active CC account, and accurately tracks invoices, receipts, and vendor payments, ensuring timely order fulfillment and delivery. Participates in recurring CC and procurement meetings with the the Division of Procurement and Contracts (DPAC), and maintains current knowledge of state and departmental purchasing requirements. Collaborates with the DBO Administrative Support Unit (ASU) to manage Reprographic contracts and procurement activities.
40%	E	Serves as main point of contact for Reprographics clients. This includes answering phones, monitoring incoming emails, and interacting with clients in person. They will accept incoming projects and monitor them throughout production. This includes entering files onto a Microsoft Excel spreadsheet, tracking progress of each project through production, minimal pre-flight (file checking) for production, and communicating with clients relating to their project and timeline issues and production problems. Provide clients with production and timeline updates when requested. Work with clients to correctly fill out work orders when needed.
15%	E	Incumbent will work with APPS to track production materials and labor hours for the In-Plant Printing Operations Report (IPPOR). These numbers will be tracked via Microsoft Excel spreadsheet(s) weekly. They will archive all completed work orders per the current RRS. The incumbent provides backup support as the Contract Manager on an as-needed basis. Assists with budget-related projects, financial reports, projections and tracking tools.
5%	M	Assists Reprographics department with miscellaneous duties including but not limited to collating, distribution, finishing, scanning, and quality checking in-house and client projects. Answer incoming calls and provide general office support. Receiving incoming mail and distribute them to appropriate staff.

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
The incumbent must have a good working knowledge of laws and regulations relating to contract management procedures and policies and procurement procedures and policies, including the State Administrative Manual and a knowledge of Departmental health and safety policies and procedures; Incumbent must have knowledge of modern reprographics processes and production methods, including paper, ink and other materials required to produce finished products; cost estimating and job scheduling techniques and principals of effective job layout and production; Must be able to carry out directions and comprehend the operating details of reproduction and duplication equipment, meet deadlines, maintain a safe and clean work area and communicate verbally and in writing for successful job performance. Interprets and gives advice on customer work orders and analyzes various reports generated in Reprographics files. Must have the ability to deal with customers professionally and effectively. The incumbent must have the ability to work cooperatively with people both in person and through telephone communication and exercise sound judgment. The incumbent must be able to utilize computer software and monitor various projects simultaneously.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent has the responsibility for ensuring important deadlines are met. Poor judgment could result in monetary loss by the Department in re-printing jobs or the loss of the Department's printing delegation authority.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

PUBLIC AND INTERNAL CONTACTS

The incumbent has regular, day-to-day contact with Departmental employees, Office of State Printer (OSP), Department of General Services (DGS), Governor's Office, California State Transportation Agency (CalSTA) and outside vendors

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must possess physical agility and strength necessary to prepare and receive jobs, as required. Must be able to lift and/or move up to 50 pounds. May be required to sit for long periods of time using a keyboard and computer monitor. Must have the ability to multi-task, adapt to changes in priorities and be able to organize and prioritize work assignments. Must possess the ability to work with others in a positive and cooperative manner. The incumbent may be subject to, and must have the ability to handle irate employees in a calm manner. Must possess the ability to resolve emotionally charged issues reasonably and professionally. Must deal effectively with pressure, while maintaining focus and remaining positive, optimistic and persistent, even under adversity.

WORK ENVIRONMENT

The duties of this position are performed in a noisy, modem printing facility.

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
------------------------	------