

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Office Technician (General)	OFFICE/BRANCH/SECTION 04/Maintenance/Structural Steel Paint Region	
WORKING TITLE Region Support Technician (DTC)	POSITION NUMBER 904-680-1138-XXX	REVISION DATE 08/18/2026

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 Caltrans Supervisor I, the incumbent provides clerical, customer service, and operational support to District Training Center (DTC) operations and the Structural Steel Paint Region. The incumbent follows complex written and verbal instructions, uses the established chain of command, and performs additional duties as required to support training coordination, administrative functions, and compliance with departmental procedures.

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. (Prosperity - Integrity, Pride)
- Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Integrity)
- 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. (Prosperity - Integrity, 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. (Prosperity - Integrity, Pride)
- Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Equity - Integrity, Pride)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Integrity, 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. (Prosperity - Integrity, Stewardship)
- 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 - Pride)
- Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Integrity, Stewardship)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
35%	E	Supports daily DTC operations, including reception, classroom readiness, visitor assistance, and verifying ID badges; assists with scheduling training rooms, conference rooms, and coordinating availability with the Training Coordinator; supports instructors and staff by preparing training materials, copying documents, and organizing handouts; ensures training center procedures are consistently applied and aligned with departmental policies.
25%	E	Performs clerical duties for both the Structural Steel Paint Region and the DTC, including filing, organizing documents, data entry, and maintaining records in accordance with LMS retention requirements; monitors landline phones, redirects calls, and provides customer service to staff and trainees; oversees supply inventory, assists vendors with classroom setup, and supports procurement related tasks as assigned.

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15%	E	Follows complex written and verbal instructions from DTC management and Region supervisors; performs additional duties as required or directed to support program operations, training activities, and continuous professional development; supports compliance with workflow procedures, accuracy standards, and documentation requirements.
10%	E	Provides backup support for timekeeping functions when the primary timekeeper is absent or when business needs require additional coverage. Responsibilities include gathering and reviewing employee time reports, entering timekeeping data in compliance with departmental standards, and coordinating with supervisors to ensure timely and accurate payroll submission. Supports continuity of operations by assisting with timekeeping tasks as directed. Provides backup support during staff absences.
10%	E	Uses the chain of command when seeking clarification or reporting concerns related to training content, facility operations, or administrative tasks; maintains professional communication and follows hierarchical protocols.
5%	M	Assists with building opening/closing procedures as assigned; supports special projects, including facility monitoring, file audits, or program related initiatives.

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
This position will not lead or supervise.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Knowledge of Field Maintenance, General office functions, computer programs, office equipment, copier, facsimiles, proper phone etiquette. Experience with administrative and clerical work. Demonstrates excellent attendance, punctuality, verbal and written communication skills. Customer service oriented, demonstrates professional customer service skills, and strong interpersonal skills.

Ability to: learn, understand, follow and execute instructions in various manuals, standard operations procedures, Director Policies, Department Deputy Directives, and instructions from management; keep complex records; perform high-level clerical work; deal tactfully with other employees, be professional in working with the public, Department employees and other agency personnel. Ability to work in a fast-paced environment, set priorities, and meet deadlines. Ability to work effectively alone or with others.

Must have the ability to keep and maintain Region administrative information confidential, use good judgment; elevate problems to first and second line supervisors.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
Results in accountability for inefficiencies with possible safety concerns and waste of tax dollars.

PUBLIC AND INTERNAL CONTACTS
Required to maintain good relations with members of the public, field and Caltrans employees, as well as other agencies. May have contact with other public agencies and private individuals almost daily in the course of assignment.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Prolonged periods of sitting, standing, and walking are described to equal 100% of the work time scheduled for the work shift. The following are various situations and percentages given to illustrate typical ranges of time spent sitting, standing and walking:

- * Sitting = 60%
- * Standing = 15%
- * Bending = 10%
- * Walking = 10%
- * Lifting Objects up to 20 lbs = 5%

Lifting - Items listed may be any of the following but not limited to: boxes of files from desk and/or floor to file cabinets. May lift boxes of supplies to put away on supply shelves from floor to desk or table. Carrying - Move supply boxes from floor to desk.

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Picking up mail from mailbox and distributing, carrying paper supplies to copy machine. Overhead reaching - Grasping packages of paper from over the copier to load in copier. Putting away supplies on supply shelves. Other Reaching - Picking up mail, distributing to mail slots. Bending/Crouching/Squatting/Crawling - Bending to pick up paper, supplies, distribute mail. Simple

Grasping - This activity is necessary about 95% of the shift, moving papers on desk and counters, using writing instruments (pencils/pens, etc.) and handling work materials. Fine Manipulation - This occurs in typing projects and assignments, writing sorting papers, filing, etc. Importance of hearing - Essential on the job due to radio dispatching and answering radio calls from field personnel, also in answering telephones.

WORK ENVIRONMENT

The incumbent will be working an office setting under artificial lighting.

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