STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	Human Resources/Transaction Services/Clerical Support Staff	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Clerical Support Staff Office Technician	702-008-1139-XXX	08/25/23

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Branch Chief, a Supervisor I (SSM I) for the Clerical Support Staff Unit, the Office Technician (OT) (Typing) will be part of a clerical support pool that will be responsible for performing a variety of general office duties within the Division of Human Resources (DHR). The OT will be flexible in accommodating changing workload priorities as needed to assist areas within DHR. The OT will perform record retention services, purchasing supplies, filing, and general clerical work. The OT demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence - Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Enhance and Connect the Multimodal Transportation Network - 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. (Strengthen Stewardship and Drive Efficiency - 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. (Enhance and Connect the Multimodal Transportation Network - Innovation)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Integrity)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Advance Equity and Livability in all Communities - Engagement)
- **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. (Enhance and Connect the Multimodal Transportation Network - Innovation)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Strengthen Stewardship and Drive Efficiency - Pride)

TYPICAL DUTIES:

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

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45%	E	Based on departmental needs, performs duties including, but not limited to, performing general office duties such as alphabetizing personnel documents for filing, ordering supplies, delivering supplies and distributing mail. Prepares Official Personnel Files (OPFs) and personnel documents for review, schedules review appointments with customers, purges personnel documents according to the Caltrans Retention Schedule. Prepares documents for reproduction, coordinates with the Reprographics Unit on massive reproduction jobs. Schedules, pulls and prepares confidential documents for scanning into TAB Fusion. Receives, screens and directs incoming phone calls for different programs within the Division of Human Resources (DHR); respond to a wide variety of customer inquiries, Works with the State Archives Center to archive personnel documents. Will assist one or more of the following units within DHR: Office of Resource and Project Management, Staff Central Unit, Clerical Support Unit, Office of Transactions Services, Office of Examination and Executive Selection Services, Recruitment and Talent Management Unit, Office of Hiring Services, Organizational Management and Immigration Program.
35%	M	Assists with typing, creating, and updating charts and Excel spreadsheets for managers and supervisors. Coordinate, type, and send letters to candidates not selected for DHR positions. Schedule meetings, reserve conference rooms and audiovisual equipment. Greet staff from other offices and agencies and visitors. Escort guests to appointments, interviews, examinations, or meetings. Perform document archiving.
20%	M	May assist with the following duties as needed: clerical duties, such as copying, filing, printing, mailing, and answering phones; act as a backup in DHR areas as needed.

[1]ESSENTIAL 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
Must possess good organizational skills, ability to operate basic office equipment and computer programs such as Microsoft Word and Excel

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
Incorrect information provided to the public and Department employees may damage the Department's credibility. Incorrect information to employees could have a serious impact on their employment benefits.
Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., 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 employee's confidential information may damage DHR's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS
Provides customer service to internal Caltrans customers and the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must respond appropriately to situations. Employee may need to lift, kneel, stoop, and bend.

WORK ENVIRONMENT
Employee will work in a high rise building in a climate-controlled office under artificial light. The work site may have limited viewing access to the outdoors and the incumbent will work in a cubicle office setting.

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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.)

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

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