STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (Typing)	D2 / Maintenance & Ops / Field Maintenance Region Office	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Field Maintenance Liaison	902-610-1139	10/14/2026

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 District Maintenance Region Administration and Resource Manager (Supervisor I), the Office Technician/Field Maintenance Liaison provides clerical and administrative support to the Field Supervisors, Superintendents and Managers, while maintaining a high level of teamwork, optimism, initiative and accuracy under strict time-frames in accordance with District, Department, State and federal law, policies, procedures, rules and guidelines. Incumbent must possess and maintain a valid driver's license when operating State vehicles and be willing to travel when needed, including occasional overnight travel for trainings or proctoring interviews. Incumbent must also be able to type 40 words per minute.

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.

- **Flexibility and Managing Uncertainty :** Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Safety, Employee Excellence - Innovation, Integrity, Stewardship)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, Equity, Employee Excellence - Collaboration, Innovation, Integrity, Stewardship)
- **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. (Safety, Employee Excellence - Integrity, Pride, Stewardship)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Safety, Employee Excellence - Collaboration, Innovation, Integrity)
- **Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Safety, Equity - Collaboration, Innovation, People First)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Employee Excellence - Innovation, Integrity, People First, Pride)
- **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. (Safety, Equity, Employee Excellence - Collaboration, Integrity, People First)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Safety, Equity, Employee Excellence - Collaboration, Innovation, Stewardship)
- **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. (Safety, Equity, Employee Excellence - Equity, Integrity, Pride, Stewardship)

TYPICAL DUTIES:

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

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40%	E	Assists Field Supervisors, Superintendents and Managers with scheduling interviews and coordinating documents including Nepotism, Reference Check forms, and Duty Statements as directed by the Region Admin Manager and Region Hiring Staff. Prepares, receives, routes, files, tracks, and/or processes various documents for all field staff, including but not limited to Pay Warrants, Change of Address, and Emergency Notification. Receives, processes, and tracks Travel Advance requests and/or Travel Expense Claims (TEC) and reviews documents and receipts for accuracy. Assists Region Office, District Office, and Headquarters' Accounting staff, Personnel staff, Hiring staff, and Management with Field personnel issues and/or changes to personnel documents. Keeps accurate records. Travels to assigned areas of responsibility within the district to assist Supervisors, Superintendents, and/or Managers with scheduled interviews, meetings, or other special assignments as needed. Occasional overnight travel is required.
30%	E	Acts as Paymaster or backup Paymaster for Field Maintenance staff. Receives, sorts, logs and distributes payroll documents, and follows up with Management and Headquarters staff regarding any anomalies that may occur. Coordinates, prepares, and processes paperwork for FMLA/IDL/NDI, Separations, Out-of-Class assignments, and prescriptions for Safety Glasses for Field Maintenance. Acts as CAL-Card Liaison; coordinates, tracks, reviews for completeness, and submits submits CAL-Card packages to Headquarters.
20%	E	Acts as receptionist for Region Office. Directs and escorts candidates, staff from other agencies, members of the public, and other guests to the appropriate staff or location. Schedules meetings, takes meeting minutes, and processes mail.
5%	E	Attends and participates in all Region Office and District Office meetings, trainings, etc., when requested; may provide training to other staff. Some travel is required.
5%	M	May be asked to provide back-up assistance during the absence of other office personnel, including, but not limited to payroll, accounts payable, training coordination, interviews, safety, phone coverage, correspondence, and general office duties.

[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
This position does not supervise. May provide training and guidance to new employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Incumbent must be familiar with Microsoft Office programs such as Excel, Word, Access, and Outlook, and be able to demonstrate or learn a working proficiency in each. Must also be able to type at least 40 words per minute. Incumbent should have knowledge of modern office methods and activities, business English and communications, including proper spelling and grammar, and record keeping procedures. The ability to read and interpret union contracts, correspondence, procedures, and instructions is required; must also be able to establish or maintain methods for checking or cross-checking records or other documents indicated in 'Typical Duties', write and edit correspondence clearly and accurately, and apply the provisions of union contracts and Fair Labor Standards Act (FLSA) guidelines, etc.

Knowledge of the Region's and the Department's purpose, organization, policies and procedures is desirable; the ability to learn this knowledge is required. Incumbent must be able to act independently and with initiative while using good judgment and maintaining positive working relationships with supervisors, managers, and other region and department staff.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
Accurate and prompt processing of personnel documents is essential to avoid payment delays. Incorrect data causes over or underpayment of wages, delays payroll processing and requires extra effort to correct errors, resulting in increased costs to the Department. Transmitting and/or receiving inaccurate information when responding to an emergency could result in hazardous situations for State personnel, the traveling public or other public agency personnel. Erroneous information provided to management, district functions and the public may have a negative impact to the Department and/or State; failure to properly identify issues, resolve disputes, and interpret and apply policies and procedures could result in non-compliance to various administrative rules, contract requirements, and pose health and safety issues.

PUBLIC AND INTERNAL CONTACTS
Answers phone, email, visitor inquiries, and refers questions to proper authority; communicates with all levels of District

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personnel, other State agencies, Headquarters, vendors, and the public. Must be sensitive to staff requests for personnel and deal with high demand for information relative to Maintenance Region functions. Substantial internal contact involving Area Superintendents, Supervisors and crew members regarding questions or problems. Additional contacts could include external agencies such as California Highway Patrol, County Sheriffs' Offices, County Public Works Departments, City Police Departments, Fire Departments and public utilities.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard, mouse, and video display terminals. Required tasks may occasionally require bending and twisting at the neck and/or waist, stooping, squatting, kneeling, reaching above the shoulder, and moving or carrying items up to 25 pounds. Working hours will be set sometime between 0600 and1700 hours, Monday through Friday, and it is expected that the employee will report to work on time and remain productive throughout the work day. Must have manual dexterity to operate a computer and keyboard for preparation of reports and forms. May be required to travel to various locations throughout the state or district. Occasional overnight travel is required.

Employee must be able to multi-task, follow instruction, adapt to changes in priorities, complete tasks or projects with short notice, have the ability to organize and process large volumes of varied data and documents, be able to concentrate in order to review and process documents, and meet strict deadlines.

Employee must be able to handle pressure effectively and maintain focus and intensity yet remain optimistic and persistent, even under adversity. Must also be able to develop and maintain cooperative working relationships with all levels of staff and communicate effectively, professionally and respectfully. Employee must demonstrate a sense of responsibility with a commitment to public service, handle confidential and sensitive documents and information with appropriate urgency and care, behave in a fair and ethical manner, and respond appropriately to difficult situations.

WORK ENVIRONMENT

While at their base operation, employee will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Incumbent may occasionally attend offsite meetings and travel to Maintenance facilities within the state where climate and accessibility are uncertain and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold. Occasional overnight travel is required.

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

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