STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Office Technician (General)	Division of Business Operations/Reprographics	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Scanning Technician	559-045-1138-911	04/14/2025

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 Associate Printing Plant Superintendent, Business Services Branch, the incumbent will perform standard small-and-large-scale document scanning services. These duties will include organizing and combining scanned document files in Adobe Acrobat Pro, saving scanned files in various file types, naming files per client requested naming convention, quality checking work, and delivering the completed files to DBO's customers within the stated deadlines.

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.

- **Flexibility and Managing Uncertainty :** Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Prosperity, 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. (Employee Excellence - 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. (Prosperity, Employee Excellence - 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. (Prosperity, Employee Excellence - Collaboration, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Prosperity, Employee Excellence - Collaboration, Innovation, People First)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Prosperity - Collaboration, 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. (Prosperity, Employee Excellence - Collaboration, Integrity, People First)
- **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. (Prosperity, Employee Excellence - Collaboration, Innovation)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Prosperity - Collaboration, Innovation)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	Provide scanning and archiving services for a wide range of document types. This includes the handling and scanning of small documents from business cards up to 11"x17". These documents may require removal and replacement into binders, folders, or similar formats, as needed. This also includes working with large documents, anything over 11"x17" such as plan sets, posters, or any non-rigid original up to 42" wide. These original documents may be delicate/historic and include projects with large volumes of originals. Handling these documents will include removing attachments such as Post-It notes, paperclips, staples, or other attachments, ensuring documents are returned to their original condition when applicable.

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20%	E	Incumbent must be able to proficiently navigate Microsoft Windows to create folders, rename files, and navigate through a networked workspace. Responsible for following the clients' instructions for final scanned files. This includes but is not limited to, renaming scanned images per clients naming convention, creating a file structure per clients' request, and delivery of final files to client via email, physical media transfer, or over the network.
15%	E	Quality check (QC) all scanned images by viewing files for legibility, sheet count, and overall image quality. QC also includes comparing scanned files to original documents to ensure there are no duplicate or missing scans.
10%	E	Occasionally interacts with clients to provide updates and acquire information needed to properly complete a project. These interactions may include email, phone calls, and/or in-person discussions. May also attend meetings between Reprographics and the client(s) to help define what is required for each project.
5%	M	Additional duties will include, but are not limited to, running small office copiers/printers, handling incoming emails, tracking time, and other standard 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
None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
The incumbent must be proficient in Adobe Acrobat Pro, Adobe and Microsoft Excel. These skills are essential to create client-ready files in formats such as PDF, JPG, PNG, and to track progress of scanning projects. Basic knowledge of scanning and scanning software is required. Must be proficient in a networked Microsoft Windows environment. The incumbent must possess a high level of attention to details to minimize errors and meet stated deadlines. Adobe PhotoShop knowledge is beneficial.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The incumbent is responsible for completing tasks and projects that can range from a few hours to years in duration. Failure to carry out the assigned duties, properly, could result in hindering the Department's operations, potentially causing delays in meeting project delivery.

PUBLIC AND INTERNAL CONTACTS
Customer service is a top priority in this office. The incumbent must have the ability to frequently work with Caltrans employees at all levels, from entry level to top management positions, as well as partners and members of the public in a courteous, professional manner at all times.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Physical: The incumbent must be able to sit for long periods of time at a computer/keyboard or equipment and be able to lift 25 pounds.
Mental: The incumbent must have the ability to multi-task, adapt to changes in priority, and focus for long periods of time; must be able to organize and prioritize work assignments.
Emotional: The incumbent must have the ability to develop and maintain cooperative working relationships and respond appropriately to multiple workload requests and conflicting deadlines. The incumbent must have the ability to resolve emotionally charged issues reasonably and diplomatically.

WORK ENVIRONMENT
The incumbent will work in a climate-controlled modern office setting of modular furniture design. The primary work space is of modular design, under artificial light, containing computer and telecommunications equipment. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. The designated workspace is in a production environment and may be noisy at times. The incumbent will occasionally take transportation or walk to other State facilities to attend meetings or training outside the office in a variety of weather conditions.

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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.)

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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