

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION D06/Maintenance/North Region Office	
WORKING TITLE Maintenance Support Analyst	POSITION NUMBER 906-639-5157-	REVISION DATE

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 supervision of the Office of Maintenance Resource Management Office Chief, a Staff Services Manager I, the incumbent provides administrative support and guidance to various levels of staff within the Division of Maintenance. Duties include, but are not limited to: Timekeeping, MAZEEP and Incident Coordinator, and general office support.

CORE COMPETENCIES:

As a Staff Services Analyst (Gen), 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. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Relationship Building**: The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **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 - Integrity)

TYPICAL DUTIES:

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

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50%	E	Serves as the timekeeper for the Maintenance Field staff. Duties and responsibilities require research, analysis, and the use of independent judgment and discretion to interpret and apply statutes, regulations, and policies and procedures to specific situations. Works closely with Supervisors to ensure all daily time is processed with respect to employee work hours, leave usage, overtime, compensated time off, bonus pay, payroll reports, dock and shift changes. The incumbent is responsible for the accurate auditing, entering, and correcting of time sheets, payroll data and daily record keeping. The SSA reviews and verifies that charges are coded properly and applied correctly. Compares the clearing report to the 672 (pre-MERSI) report, analyzes and researches discrepancies. Updates the dynamic groups regularly, provides detailed maintenance of payroll logs, and processing of payroll warrants. Ensures the accuracy of employee status and pay. Works with HQ personnel to resolve any payroll disputes or employee issues. Ensures employee's M33 timesheets are generated on a monthly basis, reviewed for completeness, and corrected for errors. The SSA will assist with generating and updating reports, and other appropriate documents to monitor and track employee movement or separations.
30%	E	Acts as the liaison between Caltrans and CHP to process MAZEED requests. Administers tasks orders to secure CHP for the management of public traffic at state highway maintenance activities. Coordinates with the Illegal Encampment Coordinator to secure MAZEED assistance for clean-up projects. Manages task orders and daily reports; authorizes payment of invoices; works with the statewide MAZEED Contract Manager, Accounting, and CHP to resolve discrepancies.
10%	E	Acts as the liaison between Caltrans and CHP to administer and process Incident Logs. The SSA will process Incident Logs for reimbursement of funds pertaining to damages to the State right-of-way(s); works directly with Maintenance Supervisors and CHP to validate incidents and generate invoices for cost reimbursement. Tracks the status of all incidents and meets deadlines; will work with HQ Accounting, the IMMS Coordinator, other Districts and all necessary staff to gather information to help research and resolve any discrepancies. Responds to internal and external correspondences in a timely manner. Create and generate documents consisting of IMMS reports, spreadsheets, and agendas required by managers, superintendents, and budget analysts, ensuring all documents are proof-read and correctly formatted prior to disseminating. Will ensure that all information and documents remain confidential and are properly secured. Brings complex or time sensitive issues to conclusion or resolution.
5%	M	The SSA will acquire bids and order supplies for the Regions cost centers by use of the CAL-Card. Performs a wide variety of analytical services by assisting field supervisors and superintendents with researching, tracking, and obtaining specialty orders. Ensures Maintenance Cal-Card reconciliation packages are processed and submitted to Accounting with emphasis on accuracy and timeliness. Assists Maintenance staff with processing travel advances and reimbursement claims and work with accounting to rectify any discrepancies; maintain records, track and disburse incoming reimbursement warrants to designated paymasters.
5%	M	Works with contracted medical facilities to schedule DMV physicals, audiometric exams, and respirator fitness for field employees. Assist with processing prescription safety glasses for field staff. Performs all other office duties as needed.

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

Must have knowledge of modern office methods, equipment, business writing and correspondence policy and procedures, and of the laws, regulations, policies, and procedures governing the assigned duties. Must be able to review each situation and determine appropriate action by exercising good judgment. Incumbent must have the ability to recall and retrieve data when requested. Must be able to organize, set priorities and demonstrate independent initiative.

Must possess the ability to communicate in a clear and concise manner; both orally and in writing, work independently, and deal tactfully with internal and external customers. Must maintain positive working relationships with staff, management, Districts, Headquarters, Agencies, Departments, local governments, and the public.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment, decisions, or directions could lead to the inefficient use of resources, and unsafe working conditions resulting in injuries or even death to the public or state employees as well as costly repairs. Incumbent is responsible for maintaining confidential integrity on issues that are sensitive in nature. Failure to maintain confidential integrity could result in a breach of confidence, appropriate action(s) being taken against an employee, financial liability, and/or discredit to the Department.

PUBLIC AND INTERNAL CONTACTS

This position requires frequent contacts with Maintenance field employees, other government agencies, as well as staff in other Caltrans divisions. All contacts require a high degree of sensitivity, personality, respect and occasional confidentiality. Incumbent must build solid productive relationships with people in all situations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent must possess the ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships; ability to focus for long periods of time. Must have the ability to adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize a variety of assignments. May be subject to and have the ability to handle irate customers in a calm manner.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. Due to periodic problems with the heating and air conditions, the building may fluctuate. Incumbent may be required to travel to the District Office, South Region Office, and Maintenance Stations within the District, plus attend off-site meetings and travel occasionally for training. This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Reviewed and Approved for advertising:

SUPERVISOR (signature)

(print)

DATE

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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