

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION Environmental PPM/Admin Support	
WORKING TITLE Staff Services Analyst	POSITION NUMBER 904-136-5157-xxx	REVISION DATE 06/03/2024

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 supervision of the Branch Chief of Environmental PPM - Admin Support, the incumbent serves as a Staff Services Analyst performing work of average difficulty in a wide variety of technical and analytical staff services assignments such as: budgeting; training; personnel analysis; and similar related work.

Independently or in a team environment, the incumbent will analyze less complex issues; reason logically and creatively; and make recommendations.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **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. (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. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Equity)
- **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. (Strengthen Stewardship and Drive Efficiency - Equity)
- **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. (Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence - Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	Assists hiring managers with onboarding of new EPE staff. This including submitting SNOW and Caltrans badge/access card requests prior to new staff's start date, ensuring all equipment is ready for pickup on the first day. Assists the Facilitation Analyst with ensuring EPE onboarding guide is up to date as new information or program resources change or become available. Will act as co-host to Facilitation Analyst in delivering new employee orientation, a division specific extension to what is provided by District 4's Division of Human Resources.

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20%		Updates the Division's mandated training history report on a quarterly basis to ensure staff is in compliance with mandated training. Assist in coordinating with training representatives from the HQ Office of Environmental Analysis, the Training Officers in District 4 Office of Employee Services, and from private entities. Assist Office Chiefs with managing the priority lists for training courses offered by Division of Environmental Analysis in HQ. Assist Division Training Coordinator with required LMS activities in Staff Central/Learning Management System. Act as Division HR Liaison by initiating personnel actions; coordinating selection process; handling sensitive personnel-related documents; may be involved in sensitive personnel-related discussions; serves as the Division's contact for HR office.
20%	E	Assist EPPM Admin Support Branch Chief and other Division supervisors in the development of duty statements, hiring justifications, advertisements and organizational charts. Assist in maintaining the Division's duty statement library for various classifications. Assist in preparing PARF packages for the hiring manager. Obtain all necessary approvals from District's Resource Management Unit within the Budgets Office, District Executive Management and Headquarters, tracks the approval process and provides regular updates to the EPPM Admin Support Branch Chief as well as the hiring supervisor. Assist in preparing and routinely updating the Division Org Chart and Attrition Report.
15%		Assist staff with District space planning which includes analyzing space needs, determining space allocations, and planning and developing specifications. Assist with tracking and updating Division's floor plans. With staff, will work closely with the Budgets Office in the Division of Admin for current and future personnel allocations; assist with working closely with Facilities and Business Management in the Division of Admin to address space needs.
10%	E	Provide support to the telecommunications coordinator(s) with the Division of IT. Assist in managing and tracking Division's IT equipment inventory lists including all laptops, docking stations, monitors, state-issued cell phones. Return IT equipment that has been serviced out and collect new IT equipment as they become available. Assist telecommunications coordinator(s) in obtaining necessary information from Division Branch and Office Chiefs for required justifications for telecomm requests.
5%	M	Responsible for ordering office supplies and equipment as needed for EPE staff.

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

This position requires strong oral and written communication skills, knowledge of the mission/vision/goals of the Caltrans, and knowledge of the District organization. Well-developed skills in dealing effectively and professionally with all levels of Caltrans staff are imperative.

The incumbent must have the ability to plan, organize and evaluate situations accurately and adopt an effective course of action. Must be able to give oral presentations, have strong interpersonal skills, and cultural sensitivity to working with District personnel at all levels

Must have the ability to communicate effectively, both verbally and in written form, plan and organize work, present complex ideas, information and statistical data in narrative format and graphical format using Microsoft Office; establish and maintain working relationships and ability to interact cooperatively with multi-disciplinary staff.

The incumbent must have proven ability to operate a personal computer/laptop and utilize computer applications and programs such as: Adobe Acrobat, Outlook, Microsoft Word, Access, Excel, File Maker Pro and other databases. Must have the ability to devote lengthy periods of time to reading/reviewing/typing printed material presented on a computer screen.

The incumbent must have the ability to analyze and assist in solving difficult and/or complex technical or administrative problems, and understand the principals of teamwork; the ability to maintain cooperative relationships and ability to analyze data and present ideas and information effectively orally or in writing.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must understand that s/he will be exposed to highly confidential and sensitive material and information and must act accordingly. Incumbent must be responsible for all decisions made while handling duties assigned to him or her. Error in work

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performed or work not completed in a timely manner could have the consequences of unnecessary delays, incorrect format or incorrect information being supplied to other units, District Management, and/or Headquarters.

PUBLIC AND INTERNAL CONTACTS

This position requires frequent communication and coordination with all levels of staff and management within the Division, other District Divisions, and external customers. Consults with all Branches of District 4's Division of Administration, Information and Technology and Telecommunications staff, as well as the Division of Human Resources. Works with Headquarters, public agencies and various members of the public. Maintains open lines of communication and strong working relationships with all staff within the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent must be comfortable operating a personal computer workstation and various software applications and conducting filing, phone communications, and other office-related duties. The incumbent must be able to work in an office environment that requires devoting lengthy periods of time reading/reviewing/typing printed documents and materials presented on a computer screen as well as discerning details on maps and photographs. Specifically, the Analyst may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent must be able to organize and prioritize, be able to concentrate, formulate effective strategies, multi-task, adapt to changes in priorities, and complete tasks of projects on short notice. Incumbent must have ability to resolve emotionally charged issues reasonably and diplomatically. Must be able to develop and maintain cooperative working relationships, considering and responding appropriately to the needs, feelings, and capabilities of different people in different situations, and treating others with respect. The employee must value cultural diversity and other individual differences in the workforce. This is a high pressure environment, and the incumbent must have the ability to tolerate stress, and productively manage conflict and confrontation.

WORK ENVIRONMENT

District 4 is currently operating under a hybrid telework environment where the incumbent can work from home but is required to come into the District Office at least twice a week. While employee is teleworking at home, they must be reachable either by phone or email during normal work hours. While in the office setting in the District Office, the incumbent will be working in a climate-controlled environment with artificial lighting. Multi-floor building is equipped with elevators and stairs. Work environment includes constant interaction with a diverse group of customers and co-workers. This position may require sitting for long periods of time in front of a personal computer, utilizing the telephone, a mouse and keyboard, and occasionally crawling under desks to obtain information regarding telephone line and network connections. This position may require carrying 20 - 35 lbs such as office supplies received from the mail room or transferring new or retired IT equipment throughout the building.