

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION 44/Project Management/Administrative Support	
WORKING TITLE Administrative Support Analyst	POSITION NUMBER 913-016-5157-014	REVISION DATE 10/11/2024

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 a Staff Services Manager I, the Staff Services Analyst (SSA), serves in a customer service environment for HQ Project Delivery Divisions. The incumbent serves as lead for the procurement and stocking of general overhead supplies and is the paymaster for disbursement of all checks for Project Management. Acts as the Conference, Meeting, and Training Coordinator for Project Delivery and processes California Public Records Act requests. Assists with Property Control, Facilities, Procurement and Telecom.

**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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **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 - Engagement, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage      Job Description  
Essential (E)/Marginal (M)<sup>1</sup>

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25%	E	<p>Procurement and Supply Inventory</p> <ul style="list-style-type: none"> <li>• Identifies appropriate vendors for purchase of equipment and supplies.</li> <li>• Prepares and reviews all purchase orders and Cal-Card purchase orders (PO's and CPO's) and ensure PO's and CPO's confirm with the State Administrative Manual.</li> <li>• Reviews all internal charge coding and verifies and processes invoices for payment.</li> <li>• Communicates with vendors and suppliers on availability of products, prices, and delivery.</li> <li>• Processes purchases through the AMS Advantage accounting system, including receipt of merchandise and related quotes and justifications.</li> <li>• Coordinates returns or exchange of items and negotiates acceptable substitutions.</li> <li>• Responsible for inventory management, generates supply orders for general overhead supplies and maintains storage area for supplies.</li> <li>• Makes recommendations to customers and management regarding office supply needs.</li> <li>• Receives, tracks, and manages award purchases and certificate requests.</li> </ul>
25%	E	<p>Staff Support and Customer Service</p> <ul style="list-style-type: none"> <li>• Sorts and delivers mail, answers emails and phones within support unit, assists with mailings, distributions, and assists customers as needed.</li> <li>• Serves as Paymaster; distributes travel expense claims, travel advance and miscellaneous payroll checks frequently.</li> <li>• Responsible for Printer/Copier/Fax machine support; Provides vendor with monthly meter readings for the copiers, performs minor upkeep tasks, porters the copy rooms regularly, responds to requests for assistance, and makes necessary calls for repair. Maintains an inventory of the various toner and ink cartridges used and orders supplies for machines as necessary. Analyzes printer maintenance contracts and makes recommendations and processes contract invoices.</li> <li>• Responsible for Regional Transit (RT) ticket support; track, record and maintain RT ticket logs, distribute tickets to division staff, purchase tickets as necessary.</li> </ul>
15%	E	<p>Serves as the California Public Records Act (CPRA) coordinator for the divisions in Project Delivery.</p> <ul style="list-style-type: none"> <li>• Works with External Affairs and Legal Office to coordinate correspondence for public requests or information in compliance with Government Code 6250-6276.</li> </ul>
15%	E	<p>Serves as the Project Delivery Conference, Meeting and Training coordinator (CMT)</p> <ul style="list-style-type: none"> <li>• Secures suitable space for meetings, conferences, trainings, etc. in the most cost effective and efficient manner with state agencies and public and private sectors.</li> <li>• Negotiates with service providers for the delivery of group meal functions, reduced lodging, meeting space, audio-visual equipment and complimentary services.</li> <li>• Reviews contract terms and conditions to ensure contracts meet established guidelines and budget.</li> <li>• Prepares the Request to Schedule a Conference Meeting form or Off-Site form and obtains necessary approvals.</li> <li>• Provides guidance to staff and leadership when developing CMT events.</li> <li>• Prepares a quarterly program activity report of meetings conferences, and trainings.</li> </ul>
10%	E	<p>Acts as WAR Report Coordinator</p> <ul style="list-style-type: none"> <li>• Coordinates Week Ahead Report (WAR) for Project Delivery Divisions (PDD) which includes PDD's significant events, meetings, construction projects, litigation, legislative activity, audits, CPRA requests, the Director's schedule, Governor's Office Issue Memos (GOIMs), and media issues (online and print articles, broadcast and online media stories, press conferences, press releases, and other politically-sensitive issues concerning Caltrans or transportation in the state that could attract media or public attention). The WAR is forwarded to the Director's Office to be included in the departmental report to California State Transportation Agency (CalSTA) and Governor's Office.</li> </ul>
5%	M	<p>Cross-training</p> <ul style="list-style-type: none"> <li>• Works closely providing and receiving training within respective classification on technical workload functions to improve the efficiency and effectiveness of the Administrative Support Branch in servicing PDD, vendors, and internal/external stakeholders.</li> </ul>

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5%	M	<p>General Administrative Support Backup</p> <ul style="list-style-type: none"> <li>• Assists as needed with other functions the Administrative Support Branch in functional areas including but not limited to deploying equipment, facilities, records management, set up of new employees, and records management. Performs special assignments as directed by the Branch Chief and Resource Management and Administration Office Chief. Performs other duties as appropriate for Staff Services Analysts.</li> </ul>
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<sup>1</sup>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.

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**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

This position does not supervise.

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**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of the purpose, organization, policies and procedures of the Department of Transportation; the principles and current trends in administrative functions as they relate to resource management practices, program evaluation, and the State and Federal laws, rules regulations, standards, and administrative procedures. The incumbent must also have knowledge of the Department's mission, goals, and objectives. The incumbent should be familiar with the Department's Accounting Manual, the State Administrative manual, Coding manual, and Contracting Manual. The incumbent must have a solid understanding of what customer service is and have the ability to provide excellent customer service at all times.

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**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent has extensive coordination responsibilities in a wide variety of administrative functions and is responsible for making recommendations to the Administrative Branch Chief as they relate to performing completed staff work in these administrative functions. Failure to carry out the responsibilities of the position, make sound decisions or carry them out in a timely fashion will result in negative impacts on management decisions and adversely affecting the operations and project delivery in general. Also, failure to maintain files and proper records can cause delays in processing information and data. The consequence of error in decision-making may result in inefficient use of staff time, increased costs and management's time.

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**PUBLIC AND INTERNAL CONTACTS**

The incumbent must work closely with budgeting, engineering management and executives in headquarters, as well as coordinate with internal partners such as Security, Building Operations, Division of Contracts and Procurement, Accounting, and others within PDD. Additionally, contacts with other state agencies and all types of vendors may be required on a daily basis.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone. May also move and transfer equipment.

The incumbent should be able to demonstrate a sense of responsibility and commitment to public service, develop and maintain cooperative working relationships with diplomacy, adapt to changes in priorities, be able to complete tasks or projects with short notice, be able to adjust rapidly to new situations warranting attention and resolution, be open to change and new information and adapt behavior and work methods in response to new information, changing conditions or unexpected challenges.

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**WORK ENVIRONMENT**

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air condition, the building temperature may fluctuate. May travel by Regional Transit to other Caltrans buildings. Must be able to lift and carry 40lbs, move large or cumbersome equipment.

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

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the headquartered location will be the responsibility of the selected candidate.

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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.

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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