

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION 59/DES/PPM&OE/OCCA/Bids and Approvals Unit	
WORKING TITLE Office Support Specialist	POSITION NUMBER 559-150-5157-023	REVISION DATE 10/03/2024

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 supervision of a Staff Services Manager I, the Office Support Specialist performs various office tasks and reporting related to the contracts that are awarded by the Office of Construction Contract Awards. Must have the ability to move up to 50 pounds. Duties include, but are not limited to: Providing weekly reporting on awarded contracts, sending awarded contracts to winning bidders, receiving and scanning of post bid documents, follow up with bidders regarding their contract documents and send back bidders bonds as needed.

**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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Integrity, Pride)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (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. (Cultivate Excellence - Engagement)
- **Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence - Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (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. (Strengthen Stewardship and Drive Efficiency - Integrity)

**TYPICAL DUTIES:**

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

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45%	E	Assists contractors with obtaining construction contract information, contract documents and submitting bids. Communicate effectively and tactfully with the public, other Caltrans staff at various levels in headquarters, and district staff to provide information and evaluate situations accurately and take effective action. Responsible for checking documents for completeness, accuracy, and compliance with Caltrans, legal and other requirements. Responsible for scanning and posting the post bid documents. Must be able to follow complex written and oral instructions. Ensures the sequential posting of documents upload to the Caltrans Contractors Corner website. Works directly with the internal webmaster to resolve website posting errors. Ensures that documents are scanned timely in bid opening order, and are accessible on the website.
30%	E	Perform more difficult office tasks, including the reporting on awarded projects and approved projects, ability to spell correctly, use good English, make arithmetical computations and operate various office machines. Deliver and pickup documents from various locations. Assist staff with incoming/outgoing mail, including overnight shipments, certified and/or return receipt mail and is responsible for accurately completing all necessary forms. Provide general clerical support to the office including preparing/sending faxes, copying, scanning, and filing. Send contract documents via Adobe Sign.
10%	E	Follow up with contractors and stakeholders for missing and/or late information critical for award and approval. Scans the executed contracts by district after the contracts are signed by Legal and works with the contract analyst for posting of the executed contracts by district to the intranet. Prepares projects files for the District Office Engineer Works with the FMP mail room staff to mail out approved contract documents to the District Office Engineer and Construction.
10%	E	The incumbent maintains the OE Contractor's List database, entering and verifying accurate input of contractor information. Prepares and returns the non-electronic bidders bonds to the unsuccessful bidders.
5%	M	Coordinates the maintenance on all office equipment and scanners. Archive bid documents. In a backup capacity, assists the Bid Analysts with the Bid Opening processes as needed.

<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.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

The incumbent does not supervise other employees but may provide direction and guidance to clerical and student assistant staff.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Government Code, Public Contract Code, Military and Veterans Code and the U.S. Department of Transportation guidelines for Federal Highway Administration funded programs including, but not limited to, 49 Code of Federal Regulations (CFR) Part 26; principles and trends of public and business administration, specifically the State and federal budget process and contracting procedures, the purpose, formal goals and objectives, organizational structure, policies and procedures of the Department of Transportation; State and Federal laws, rules, regulations, standards and administrative procedures as they pertain to the processing and award of highway construction contracts. Knowledge of microcomputer technologies and software is desirable.

The SSA must be detail-oriented and produce completed staff work. Must be able communicate effectively and tactfully orally and in writing; review and edit written reports; reason logically and creatively, and interpret written and numerical data accurately. The incumbent must be deadline-driven, and have the ability to adhere to very tight time-frames and handle a tremendous volume of work which requires multitasking and a comprehensive knowledge of governmental functions and organization.

The SSA must also be dependable and able to establish and maintain cooperative working relationships within the Department, other agencies and the construction industry; develop and maintain a level of professional integrity to ensure that the best interests of PPM&OE and the Department are served; work well with staff in a variety of classifications and all levels of management, and establish and maintain project priorities and deadlines.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Responsible for ensuring that all documents pertaining to Caltrans highway construction projects are complete, accurately scanned and posted to the Department's website within 5 to 7 days after receipt. Errors could result in contractors not receiving correct contract information which could lead to unnecessary phone calls to staff and bid protests from contractors; delaying the award of a contract.

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### PUBLIC AND INTERNAL CONTACTS

Communicate effectively and tactfully with the public, other Caltrans staff at various levels in headquarters, and district staff daily.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to move up to 50 pounds. May also be required to move large or cumbersome packages from one location to another. Ability to adjust to variable work demands and/or deadlines daily. May be required to sit for long periods of time using a keyboard and video display terminal.

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### WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. Incumbent must be able to work in a small office and be able to work well with coworkers and the public. Incumbent must be able to work well under pressure in a fast-paced work environment. Workload demands will dictate the need for overtime work.

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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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