

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION District 7/Division of External Affairs	
WORKING TITLE Public Affairs	POSITION NUMBER 907-003-5157-502	REVISION DATE 10/01/2024

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, Public Affairs Manager, the Staff Services Analyst handles more basic communication with the public, elected officials, the business community & media. The Public Affairs Office, as one component of the External Affairs Division uses various methods to disseminate information about Caltrans activities to the public & media. The Staff Services Analyst, under the direction of the Public Affairs Manager, a Staff Services Manager I, serves as the first point of contact for public information requests received by telephone & e-mail. The person in this position is responsible for promoting positive public relations on behalf of the District with business owners, local agencies, community members & the media. Additionally, the Staff Services Analyst assists in the overseeing, planning and coordinating the Deputy District Director of External Affairs. The SSA will require knowledge of the Department's operation and organizational structure. The SSA will perform critical administrative tasks and handles highly sensitivity issues, which requires the incumbent to exercise a high degree of initiative and must be able to maintain a high level of confidentiality.

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)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **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 - 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 - Engagement)
- **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 - Engagement)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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 - Engagement)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Diagnostic Information Gathering**: Identify information needed to clarify a situation, seeking that information from appropriate sources. (Strengthen Stewardship and Drive Efficiency - Engagement)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	Researches & response to public inquiries regarding Caltrans related issues by telephone, e-mail & written correspondence. Researches public concerns, collecting & analyzing pertinent data; consults with all interested parties; compares alternatives & develops appropriate action to resolve difficult issues.

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25%	E	Prepares & types correspondence, reports & records. Assists in developing & executing public awareness campaigns involving construction, maintenance & permit projects. Researches project information to develop & prepare fact sheets, brochures, informational notices & news releases. Also posts information on social media sources. Assists public information officers in preparing material for community meetings & for the media. May contribute to articles for Department/District publications.
15%	E	Produces & attends events such as groundbreaking or ribbon cuttings, information fairs, meetings regarding projects or Caltrans messaging.
15%	E	Types and maintains various phone lists (emergency, city, Los Angeles Metropolitan Transportation Authority, media and Headquarters). Types letters, memos of sensitive material, prepares forms and notes from meetings and conferences as requested. May originate a variety of material including memoranda, letters for speaking engagements, internal and external agendas and reports briefs received from oral communications. Coordinates meetings, appointments, creates agendas and records meetings as needed.
10%	M	Responsible for receiving, sorting, logging and distributing payroll checks for the Executive Office and External Affairs staff. Requests service from Facilities as required. May assist the Deputy District Director of External Affairs in answering calls, calendaring and scheduling and arranging travel.
5%	M	he Staff Services Analyst is on 24-hour call in order to assist the public during emergency situations

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

No direct supervision.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**Knowledge:**

- Modern office methods, supplies, equipment & computer operating systems.
- Principles of public & business administration, including public information channels & methods, correspondence formats & procedures.
- Principles & techniques of establishing & maintain positive & effective community relations & customer service.

Ability:

- Work tactfully & cooperatively with both staff & the public.
- Speak & write effectively.
- Maintain composure under stress & pressure.
- Make mathematical calculations, compose clear reports & keep records.
- Multi-task, adapt to changes in priority & complete tasks with short notice.
- Research, write, edit & prepare responses to the public, news releases, newsletter articles & fact sheets.
- Be highly organized.
- Be proactive on follow-up of correspondence.
- Work individually & as part of a team.

Analytical Requirement:

- Analyze problems & develop an effective course of action: reason logically & creatively.
- Analyze data & present ideas & information effectively.
- Analyze & resolve invoices & purchase orders.
- Analyze information flow & develop tracking, follow up & archives.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Lack of tact & poor judgment can result in loss of credibility for the Department. Failure to provide accurate information may result in the Department or District's activities being inappropriately reported to the public & media.

PUBLIC AND INTERNAL CONTACTS

Public contact with both external & internal customers. Internal customers include members of executive staff, office chiefs & other district staff. Externals may include media, elected official/representatives, business leaders or the general public. The incumbent is responsible for producing work of professional quality with wide latitude for originality and freedom of action, including access to resource persons within or outside the District; consults with other members or staff as may be necessary. There will also be considerable contact with the public and external agency personnel through phone calls and in-person

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meetings. Incumbent must be tactful and professional.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for long periods using a keyboard & video display terminal. Overtime may be required, vacations may be subject to restriction during peak times, emergencies or when special events are scheduled.

Must remain calm under pressure, deal with irate citizens & effectively handle stress.

Must be neat, detail oriented & very organized.

Must be open to change & new information able to recommend solutions. Adapt behavior & work methods in response to changing information, conditions or unexpected obstacles.

Position requires a person who is able to handle stress and irate customers professionally and effectively. Must remain calm under pressure and have the ability to multi-task. Must be very flexible and be able to cooperate as a team with other members of the unit.

WORK ENVIRONMENT

Primary work area will be within the District Office located in downtown Los Angeles in a climate controlled office under artificial lighting. Incumbent may be required to sit in the office for long periods of time using a computer and answering phones.

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
