

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION DSMS/Office of Driver Certification and Substance Testing	
WORKING TITLE Staff Services Analyst	POSITION NUMBER 702-015-5157-xxx	REVISION DATE 06/13/2022

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 direction of the Branch Chief, Office of Driver Certification and Substance Testing (ODCAST) the incumbent will receive technical instruction while providing administrative support for the drug, alcohol and driver certification programs regarding the Department's safety sensitive personnel.

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. (Cultivate Excellence - Engagement, Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Engagement)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence - 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 - Engagement, Equity, Integrity, Pride)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement, Integrity)
- **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 - Engagement, Equity, Innovation, Integrity, Pride)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Cultivate Excellence - Engagement, Innovation, Integrity, Pride)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Engagement, Innovation)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
45% E	Perform daily up and downloads to/from the Department of Motor Vehicles' automated Employer Pull Notice (EPN) system to verify Caltrans' safety sensitive employees, who are required to maintain valid driver licenses, do not lose the license due to serious and/or related traffic infractions or other violations of the law. Create daily mapping for analyst's review. Distribute Pull Notices to district management. Review and update monthly EPN Driver List. Request and review out-of-state license status. Perform Clearinghouse inquiries. Maintain and update ODCAST Pull Notice database on a regular and routine basis.

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25%	E	Process Pre-Employment requests including reviewing documentation and forms, ensure enrollment in EPN and/or Clearinghouse as necessary and review test results
10%	E	ARF/PARF Review. Confirm employee status and enrollment in EPN, update i3Screen with changes to employee's employment status and updates to district and/or unit information. Review and process Deactivation Forms and update employee information.
5%	E	Daily i3Screen results export and distribution. Advise Comprehensive Drug Testing of errors and updates.
5%	E	Assist with Random Pool inquiries, ODCAST mainline phone calls, messages, mail and subpoena requests.
5%	M	Process CPRA (Public Records Act) requests for Discipline Services, Labor Relations and ODCAST. Receive requests in GOVQA. Contact the appropriate office to get the requested information. Redact all personal and confidential information from the requested information. Use the GOVQA software to send the redacted documents to the customer. Collaborate with legal to confirm redaction is correct.
5%	M	Perform other duties to assist the department in meeting its goals and metrics.

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

Incumbent is expected to have a working knowledge of modern office methods, supplies and equipment including electronic data filing, database entry, along with spreadsheet application, usage and maintain difficult records. Ability to perform difficult clerical work independently, use proper spelling and grammar and make mathematical computations. Effective and concise verbal skills, good telephone protocol/practices, communicate effectively. Follow oral and written directions. Evaluate situations accurately and take effective action. Tactfully deal with the public/vendors on occasion and Departmental staff.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment may result in failure of the Department to comply with State and Federal drug/alcohol testing rules and/or to meet Federal reporting requirements. Errors can result in inappropriate personnel actions resulting in litigation.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have minimal public contact with office supply vendors. Interaction will be primarily with Departmental and Division Staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time at a desk using computer equipment and screen. Incumbent may also be required to move boxes of testing materials, supplies, training material, and/or other confidential documents.

The incumbent will be required to deal with a high volume of electronic paperwork and will need to handle time-sensitive deadlines to complete the requirements of the job efficiently and effectively. Must be sensitive to protecting the confidentiality of documents handled. May be subject to receiving irate calls from employees and/or the general public and must be able to remain and respond to callers in a calm and effective manner.

WORK ENVIRONMENT

This is considered a full-time telework position; however, there will be a schedule for in-office working and training days. The specific in-office and telework schedule will be reviewed. The Employee will be required to adhere to all requirements of the telework program. During in-office work days, employee will work in a temperature-controlled environment under artificial lighting. The incumbent will also work in a confined space such as a cubicle or workstation. However, due to periodic problems with the heating and air conditioning the building temperature may fluctuate.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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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
