

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION DISTRICT 8 / DESIGN / ADMINISTRATIVE SERVICES	
WORKING TITLE ADMINISTRATIVE SERVICES ANALYST	POSITION NUMBER 908-201-5157-911	REVISION DATE 05/24/2024

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 direction of the Staff Services Manager I (SSM I), the incumbent provides the less complex technical task related to recruiting/personnel services for the Division of Design. The incumbent will become progressively more knowledgeable and have the ability to apply various methods to recruit candidates for vacant positions and works closely with the SSMI to coordinate with the hiring supervisors to initiate the hiring process, obtain approvals, process paperwork, select candidates, and make job offers to complete the hire. The incumbent works with the Division of Human Resources (DHR) to handle routine personnel matters for the Design Division; and performs a wide variety of mild analytical services in tracking and managing positions. The incumbent performs less complex duties associated with research, analysis, reporting, customer service and review of the Quality Control and Quality Assurance (QC/QA) program. The incumbent assists the Quality Control Program Manager in delivery of the QC/QA program to ensure compliance with the Highway Design Manual. The incumbent is required to maintain a high degree of organization, accuracy, and consistency in all work products. The incumbent will become progressively responsible for evaluating, monitoring, and providing recommendations for improvements to design allocation, encumbrance, and expenditure processes and practices and will extract data and provide reports from variety of sources using mainframe databases and personal computer applications. The incumbent must exercise a high degree of initiative, independence, and maintain confidentiality due to highly sensitive issues pertaining to district operations and personnel matters. The incumbent must be able to manage multiple projects simultaneously and will work with assistance from the SSM I or unit lead to analyze and recommend solutions and/or improvements. A positive attitude and commitment to providing quality customer service that is accurate and timely to meet customers needs is necessary.

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Advance Equity and Livability in all Communities - Equity, Integrity)
- **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. (Safety First - Engagement)
- **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, Advance Equity and Livability in all Communities - Innovation)
- **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. (Safety First, Cultivate Excellence - Innovation, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Enhance and Connect the Multimodal Transportation Network, Lead Climate Action - Engagement, Equity)
- **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. (Safety First - Integrity, Pride)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Lead Climate Action - Innovation, Integrity)

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- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Cultivate Excellence - Engagement)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
25%	E	<p>ASSISTANT PROJECT REPORT ANALYST: The incumbent is responsible for assisting with the less complex task of organizing, reviewing, gathering, researching, monitoring, analyzing data, compiling comprehensive reports and responses on behalf of the Division of Design related to Design Project Reports. The incumbent will track a limited number of project reports received for the Deputy District Director and provide technical editing for signature ensuring content is consistent with departmental policy, practices, aligns with the project initiation documents (PID) and Project Development Procedures Manual (PDPM). The incumbent works with the unit lead and the Project Engineer responsible for the divisions Quality Control / Quality Assurance (QC/QA) team regarding departmental policies, directives, and processes. Analyze the document to ensure that all sections required by the Highway Design Manual are included. The incumbent will become progressively responsible for evaluating, monitoring, and providing recommendations for improvements to the reporting and quality management process. The incumbent will extract data and provide reports from variety of sources using mainframe databases and personal computer applications. The incumbent is responsible for researching and gathering information, completing data analysis comparisons, and monitoring, tracking, and developing process guidelines based on the QC/QA team's recommendations and developing policies for implementation by the Division. Independently initiates research and compiles factual data in order to generate non-technical correspondence/reports for the Deputy Director's signature. Responsible for maintaining the Division's Office Tracking System (DOTS) assignments and tracks, monitors, and evaluates the progress and completion of project assignments. Complete project within set time constraints. Sign and certify the QC/QA Project Report Review documents.</p>
25%	E	<p>ASSISTANT DIVISION BUDGET ANALYST: As a division budget analyst, provides resource analysis of mild complexity, including developing and managing a system to accurately maintain and track numerous resource allocations and expenditures. Monitors and tracks various allocations to ensure appropriate coding and entry of expenditures, monitors operation expenses and prevents budget overruns. Uses personal computer software in conjunction with mainframe application databases to produce reports documenting various program/project activities (such as monthly expenditure reports, resource allocations and usage, training expenditure). Assist with evaluating and analyzes past, present and future expenditures and encumbrances. Summarizes data to inform management of any necessary corrective action. Monitors labor charging practices to ensure the appropriate charging of staff time and resources to specific project, program and work unit activities. Prepares reports, spreadsheets and analysis sheets for use by management. Assist with monitoring and tracks operating expense (OE), labor and overtime (OT) expenditures against resourced allocations to ensure appropriate coding of expenditures and prevent budget overruns. Develops and prepares less difficult expense/allocation reports documenting year-to-date expenditures and remaining allocations of Division's budget allocations for management. Assist with advises management timely of projected overruns.</p> <p>Acts a Division's Fund Monitor for less complicated procurement documents, verifying adequate allocation to cover projected expenditures. Using the Department's current financial databases and WPS, incumbent reviews coding information for all procurements documents for appropriate charging practices and availability of program funding; identifies discrepancies and takes corrective action to resolve those errors.</p>

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20%	E	<p>ASSISTANT HIRING COORDINATOR: Prepares Position Action Request Form (PARF) packages. Assist in collaborating with supervisors, reviews, edits, modifies and updates duty statements. Arranges hiring interviews via WebEx and in-person, staff selection, and completion of employment processes. Provides general guidance to supervisors on staff resource hiring methods. Facilitates interview processes. Serves as the division liaison for less difficult special employment programs (i.e., volunteers, student assistants, retired annuitants, etc.). Responsible for preparation and submittal of assigned documentation required for utilization of these resources. Processes payment for all employment health exam fees. Acts as the division's liaison for relocation reimbursement. Collects and submits all paperwork for terminations and retirements. Acts as liaison for collection and submittal of all Human Resources forms and transactions on behalf of Division staff. Analyzes administrative processes, identifies issues of non-compliance, develop corrective action and resolve matters between Personnel administration and staff. Processes procurement requests for reasonable accommodations utilizing E-FIS Advantage System. Processes requests for payment of fees for meetings and conferences via Cal-Card or E-FIS Advantage System. Maintains division's monthly Personnel Activity and Vacancy Report. Assist with overseeing and reviewing the division's monthly organizational charts and phone lists. Provides assistance to Division's office technician for updates, corrections and completion of all personnel-related forms, charts, lists, databases, etc.</p> <p>STAFF CENTRAL LIASON: In an effort to reduce un-submitted/unapproved time sheets, the Staff Central (SC) Liaison acts as the Divisions representative for all Staff Central issues. The SC has direct contact with the HQ Office of Transaction Services & Staff Central, serving as the liaison for Division management and staff.</p>
15%	E	<p>ASSISTANT RESOURCE MANAGEMENT: Provides the less complex technical reconciles of position allocation to expenditures. Respond and consult with supervisors on staffing allocation to requested resources. Perform the less technical analysis of position changes, which impact allocation and effect change to maintain organization integrity. Request change unit numbers as necessary to ascertain performed work within correct Work Breakdown Structure (WBS) code. Works with the unit lead to advise management of charging practices, which negatively effect resources and develop implement corrective action. As a division resource analyst, provides resource analysis of average complexity, including developing and managing a system to accurately maintain and track numerous resource allocations and expenditures. Monitors and tracks assigned allocations to ensure appropriate coding and entry of expenditures to prevent budget overruns. Uses personal computer software in conjunction with mainframe application databases to produce reports documenting various program/project activities (such as monthly expenditure reports, resource allocations and usage, training expenditure). Assist with evaluating and analyzes past, present and future expenditures and encumbrances.</p>
10%	E	<p>TITLE VI REPRESENTATIVE: Ensure the Division of Design is in compliance with Title VI Requirements. Ensure Title VI information is disseminated to the public and made available in languages other than English when needed. Advise the District Contact for the Office of Business and Economic Opportunity (OBEO) of Title VI issues. Communication updates to District Contact for OBEO, Participate in Title VI quarterly meetings and other meetings hosted by OBEO. Include supervisors on program decisions and updates Provide guidance and less complex technical assistance to division, district, regional transportation planning agencies, and cities and counties personnel. Promote and heighten staff's awareness of Title VI/LEP requirements, policies, and processes within the district/division. Attend all-staff meetings held in district or division and conduct outreach/training of Title VI requirements, in addition to the on-line training Promote and heighten Title VI awareness to the general public. Ensure staff takes the Title VI on-line training every two years per Director's Policy 28-R1. Ensure Title VI requirements are implemented per policies/manuals. Be familiar with the requirements for specific divisions - refer to Title VI Implementation Plan Assess and take corrective action, if needed, within respective division for compliance. Collect data and report on Title VI activities, including outreach events and trainings to district monthly. Ensure division staff know the complaint process, are aware of the statewide bilingual list, are aware of the Language Line Solutions interpreting service. Obtain translation services when needed (certified/volunteer staff and Language Line Solutions). Create and maintain a log recording services for the division and submit the information for the Title VI Accomplishments and Goals Report.</p>

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5%	M	<p>ADMINISTRATIVE SERVICES: Provides backup coverage to clerical work when the Office Technician staffs are absent and/or as warranted by workload. Duties may include but are not limited to; mails, logs and date stamps all correspondence; answering phones, answering questions, typing and/or editing correspondence, payroll distribution, supply distribution, meeting room set up, equipment check out, greet and escort guest, and creating shared reviews etc. Assist with purchasing and receiving purchases; Responsible for assisting in the administration of Caltrans's guidelines and procedures regarding the California Public Records Act (CPRA); Analyze and process CPRA requests and apply related information to determine which records comply with requests. Provides administrative support to Design seniors. manage the Design Admin shared email boxes. Attend meetings, training courses and/or seminars, use the design administrative services group outlook mail box for division related communications, managing and organizing the shared outlook mailbox, create, manage and maintain up to date procedures manual for all task, complete assignments in shared drive for team access. Must work in conjunction with the other administrative staff to ensure all administrative duties are covered during absences, operation demands and peak periods.</p>
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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

The incumbent does not supervise staff:

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

KNOWLEDGE OF: Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

ABILITY TO: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

ANALYTICAL REQUIREMENTS: Must have the ability to analyze the less complex administrative problems and with assistance adopt an effective course of action; reason logically and creatively; consult with and advise administrators and other interested parties on subject matter within the area of assignment; develop and implement new and revised methods and procedures; establish and maintain cooperative working relationships; analyze data; present ideas and information effectively; has the ability to resolve complex administrative or governmental problems; are proficient in the use of Microsoft computer applications such as Word, Excel, Access, PowerPoint, Outlook & Microsoft Project. Must be able to identify problems and issues, develop and compare alternatives and provide sound guidance to management. The incumbent must have general knowledge of data analysis and processing; in-depth knowledge of computer usage and the development of word processing and spreadsheets; knowledge of Department Administrative processes as well as budgeting and accounting processes; must interact effectively with managerial and professional staff; must gain and maintain the confidence and cooperation from others; independently evaluate and implement policies and procedures; and must effectively manage time while performing a variety of functions

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee may have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects which may result in civil or criminal action against those involved.

PUBLIC AND INTERNAL CONTACTS

The Staff Services Analyst must deal with various levels of personnel in the District and in various Headquarters Divisions in order to appropriately coordinate District activities. May have contact with consultants and various State and local agencies. These contacts may be verbal or written, as needed to perform assignments.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working

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relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct. Position may require travel to and from various locations within California for training or other work related activities.

WORK ENVIRONMENT

Work location is in a climate-controlled cubicle area office of a high rise building accessed through elevators and under artificial lighting. There will be occasional fluctuations in temperature. Will periodically attend meetings and/or training outside of the assigned office.

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