

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION District 4 / Maintenance / Southwest Region	
WORKING TITLE Damage Recovery Analyst	POSITION NUMBER 904-730-5157	REVISION DATE

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 Service Manager I, the Staff Services Analyst (SSA) will be the providing clerical, administrative and analytical support for the Southwest Region. Duties and responsibilities require research, analysis, the use of independent judgment and discretion to interpret data and apply statutes, regulations, and policies and procedures to specific situations. Incumbent is required to analyze issues and independently adopt an effective course of action. Independently researches payroll issues; pulls payroll reports; research and analyze time entries daily; resolve payroll discrepancies; makes recommendations to supervisors regarding necessary corrections to timekeeping based on leave balances and resolve all payroll and employee issues with HQ Human Resources. This position requires the ability to analyze data, comprehend rules and regulations and implement the timekeeping computer program; the SSA will respond to both telephone or counter inquiries from staff in resolving time discrepancies. The incumbent participates in a healthy and cohesive team focused environment. This position is represented under collective bargaining.

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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, 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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, 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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, 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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, 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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity, Pride)

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TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
45% E	Incumbent will be responsible for coordinating, maintaining, and monitoring Santa Clara County damage recovery efforts. Incumbent will act as a damage recovery coordinator and assist supervisors with the recovery process after work has been accomplished. Incumbent will work closely with the California Highway Patrol obtaining and retaining accident reports. Incumbent will use the Integrated Maintenance Management System working with accounting to recover accident damage dollars.
25% E	Timekeeper responsibility for independently running time daily for 2-5 superintendents and up to 24 crews during absences using the Integrated Maintenance Management System (IMMS) and Staff Central. Incumbent will work closely with Supervisors and advise them on necessary corrections on appropriate leave usage; Work closely with the Superintendents for weekly employee time sheet approvals. Pull time sheets (M33s), overtime (OT) and compensated time off (CTO) reports on a monthly basis and send to supervisor to ensure that they make needed corrections identified by employees on the M33s after auditing prior usage. Will track via excel and update employee's work history in Staff Central. Incumbent will move employees between crews in IMMS and prepare payroll-related documents. Process employee separation paperwork; audit Staff Central reports to determine accuracy involving employee timekeeping and payroll discrepancies; compare clearing report to 672 (pre-MERSI report) and analyze and research discrepancies; track and monitor employee's leave balances in Staff Central and IMMS; respond to issues regarding personal leave, annual leave, direct deposit, flex elect, holiday credits, military leave, jury duty and time off without pay; timely and accurate submission of dock reports, regular updates of dynamic groups, detailed maintenance of payroll logs, and processing of payroll warrants.
20% E	Dispatch and receives incoming calls from inter and outside agencies, traveling public for response on trouble calls in connection with Highway Maintenance. Makes appropriate phone calls to all field personnel appropriately by updating daily Service Request in the Integrated Maintenance Management System (IMMS), Bay Area Incident Response Database (BAIRS). Require to answer and screen phone calls, front window assistance, and directs visitors as needed. Respond to correspondence from various departments and agencies for the processing of CSR claims and public complaints. Maintain and create daily spreadsheets as needed for the various databases used within both Region's. Input all Pull Notices. Logs, organizes, and submits Safety Reports, 3067' 270's to District and Region Management. Provide Monthly Reports to Manager.
10% M	Incumbent will be responsible for advertising post and bids of vacant positions in the region and maintain an up to date database of previous and current post and bids. They will ensure that new and current employees have their personnel paperwork in order and that it is sent to be processed on time. Work with HQ personnel to resolve any payroll disputes or employee issues. Incumbent will assist in the on boarding process, such as aiding with the new hire orientations for the region and additional hiring events. Incumbent may be assigned additional adhoc with the needs of the department that may include reports and data gathering to support Region Managers.

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

This position does not supervise. During emergencies, the incumbent must be able to analyze problems and make appropriate decisions, as well as organize and direct the work of others effectively in a lead capacity. Incumbent must be able to communicate effectively at all levels, including during highway emergencies.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of modern office methods, equipment. Incumbent must be knowledgeable in the Principles, practices and trends of public and business administration, management, and supportive staff services. The incumbent will need to possess exceptional level personnel, and management analysis. They will need to be able to use reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems. Develop and evaluate alternatives. Must be able to independently analyze and make decisions on complex administrative tasks. Analyze data and present ideas and information effectively both orally and written. Consult with and advise administrators or other parties on a wide variety of subject matter areas. Gain and maintain the confidence and cooperation of those contacted during the course of work. Must be proficient in the use of Microsoft computer applications such as Word, Excel, Access, PowerPoint, Outlook & Microsoft Project; must have a good working knowledge of computer applications such as database, spreadsheet, graphs, charts,

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reports, word processing and other programs. Must have the capacity to analyze internal database AMS Advantage, InfoAdvantage, and Datalink to determine if resources are being properly expended. Independently provides advice and assistance to all levels of staff on varied difficult problems which at times are of a sensitive nature or could have an adverse impact on the Department.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent makes routine decisions pertinent to their phase of responsibility; error in judgment could have very serious fiscal and liability consequences.

PUBLIC AND INTERNAL CONTACTS

Public contacts will be by telephone primarily, also letter and in person; from private citizens. State employees, other agencies, representatives of City and County, Police and Maintenance Departments; utility companies; regarding complaints, billing inquiries, use of materials, etc. Internal contacts will be by telephone, letter and in person, from Maintenance, Administrative, Traffic, Construction and Accounting Personnel. Has daily contact with management, subordinates and co-workers. Incumbent is required to project a professional and businesslike manner, and develop and maintain effective working relationships.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Incumbent must be physically capable of utilizing writing instruments. Incumbent may be required to lift, bend, kneel, reach, push, pull, sit and stand for long periods of time, during the performance of their duties. Mental: Incumbent must be capable of understanding and performing the essential functions of the job in a reasonable and prudent manner, using logic and deductive skill to provide and end product that is safe and usable. Must have ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems; and acknowledge the various responses. Emotional: Incumbent must have capacity for stable and reasonable interaction with supervisors, fellow workers and the general public during the performance of their duties.

WORK ENVIRONMENT

Incumbent will be located in a secured office building with adequate lighting and appropriate parking space. Work office space is shared with other employees which consist of an open area with appropriate air condition in the summer and heat in the winter. The incumbent will be required to travel for training purposes and may be required to travel occasionally to the District Office and Maintenance Stations in the Region.

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

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