

POSITION DUTY STATEMENT

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION Division of Equipment/Maintenance & Repair/Shop 21/ 3225
WORKING TITLE Staff Services Analyst	POSITION NUMBER 932-021-5157-925
	EFFECTIVE 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:

In an Equipment Shop within the Division of Equipment (DOE), under supervision of the Highway Equipment Superintendent(s), the incumbent will perform the more responsible duties associated with the department's fleet equipment. The incumbent will provide analytical and administrative assistance with Microsoft Office tools for equipment management and resource issues regarding customer service, statutory inspections, air quality programs, and the State Credit Card Fuel Program. Evaluates effectiveness, efficiency and economy of operation and identifies / recommends service improvements. Provides back up coverage to the Office Technician (Typing), provide the expertise necessary to effectively and efficiently manage the Shop office. Responsible for various subjects including fleet management, personnel transactions, health and welfare. Requires maintaining confidentiality and discretion on sensitive matters. Must know who to contact and where to find needed information in all situations that may arise, emergency or otherwise. Typically works alone on assignments.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **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, 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, 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, Innovation, Integrity)
- **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, Integrity, Pride)
- **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)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

ADA Notice

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20%	E	<p>Under supervision, communicate and consult with Division of Equipment staff, various Caltrans program customers, and vendors to solve logistical issues relating to scheduling and transporting equipment into and out of the shop as well as to and from repair vendors. Reviews equipment repair work orders in fleet management database to determine excessive, underreported, or erroneous repair costs. Audits data input and employee labor time input for accuracy, overtime policy compliance, and consistent data entry. Analyzes vehicle emission test compliance reports to ensure regulatory compliance, creates compliance status report and distributes to Shop management. Independently reviews Direct Billing Program repair charges by verifying: work order labor coding, work order costs, coding to identify if the repair was theft, vandalism, accident or Abnormal Equipment Failure. Also identifies errors in fleet management database and files. Executes amendments or corrections as necessary. Assists management in monitoring of the equipment Preventative Maintenance Program ensuring compliance with State mandated safety inspections by running reports from our fleet management database, analyzing and identifying deficiencies in the areas of overdue inspections, incorrect work order coding, work order costs and completion delays. Reports any areas of concerns to Lead workers and supervisors. Distributes customer satisfaction surveys regarding equipment repair thoroughness and timeliness, equipment shop personnel interaction and communication, as well as overall shop services. Analyzes survey data, provides survey summaries to Shop management in various electronic formats and makes recommendations for customer service improvements.</p>
20%	E	<p>Under supervision, research and analyze shop training and contract needs. Identify trends and develop recommendations for future training classes by reviewing shop training data. Review registration records, requests, and training contract usage. Work with DOE Training Unit and Shop management to recommend classes and updates to existing classes to meet competency needs. As a point of contact in the shop, assists training vendor with room reservations, furniture set up and equipment needed for training sessions. Responds to staff questions regarding various training questions. Identifies contract amendments or language recommendations for Shop operational and safety needs. This includes reviewing current contract language, working with Shop management to verify contract deliverables are met, ensuring invoices are processed timely and accurately. Develop, monitor and maintain training and contract data bases and related reports.</p>
20%	E	<p>Monitors and updates vehicle and card records in the State fuel card on-line system. Analyzes the fuel card monthly transaction report for anomalies. Provides information to Shop Superintendent for review/ approval and recommends action(s) to address questionable charges. Prepares finalized reports on fuel usage for DOE personnel. Provides ad-hoc reports for other Caltrans programs as requested.</p>
20%	E	<p>Under supervision, using the information found in the fleet management database, reviews, analyzes, and updates equipment asset records. Maintains records for statutory equipment inspections and creates equipment compliance status reports in various electronic formats for monitoring Air Resources Board Periodic Smoke Check, Portable Engine Registration Program, vehicle Smog Check programs, and OSHA required workplace and equipment safety inspections. Analyzes fleet management database records using MS Access, Web based interface, and canned reports to verify completion of repairs and ensure compliance deadlines are not exceeded. Reports statutory inspection compliance to Shop management and statewide air quality coordinator in various electronic formats. Oversees the activities and reporting related to Local Requests for equipment modifications. At the direction of the Shop Superintendent, opens Local Request work orders, schedules work with user and repair staff, obtain and analyze bids from commercial vendors, validate and verify program funds, ensures accurate vendor billing, and timely completion of Local Requests. Analyzes fleet management data base reports to identify work order repair delays, estimated repair completion status, and equipment availability status. Provides the results and make recommendations to Shop management, Shop supervision, and Program equipment managers and provide written reports.</p>

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10%	E	As needed, performs confidential duties in the departmental timekeeping system related to employee time-sheets, leave balances, and work schedules. Provides assistance regarding administrative matters for the Equipment Superintendent, Supervisors, Materiel Managers, and Headquarters management and liaisons. This may include preparation of formal documents such as memos, spreadsheets, graphs and charts; maintaining various office logs including those for overtime, Staff Central information, training and progress reports; assists in the preparation and compilation of special projects; files appropriate documents and certifications such as safety meeting and supervisor inspection reports; takes minutes at various Division, District or Departmental meetings; assists with preparation of agendas, presentations or other pertinent materials; and verifies annual training plan. Maintains Shop Superintendent's calendar by scheduling meetings and conference rooms, interviews, employee leave time, and training for shop management.
10%	M	Analyze, consult and coordinate Superintendent approved facility repairs that address fire, life, and safety related issues. Communicates verbally and by correspondence with vendors and shop personnel to keep them informed of progress and updates on the repair process or changes in estimated completion dates. Utilizes Accounting Software records to search eligible vendors, solicits written estimates for repair. Reports repair status and completed project costs to Superintendent and staff. Utilizes Microsoft Office software to maintain and update shop business and operational plans such as Emergency Action, Shop Business, Evacuation, and Security plans. Researches and analyzes local city / county codes affecting required plans and disseminates information to Headquarters staff and shop staff.

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

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. independence; speak and write effectively; attend to detail; meet deadlines; accept increasing responsibility for completion of tasks; learn quickly about new data base management techniques; make corrections in databases, based on training; and, interact with management, staff, and the public to facilitate the overall efficiency and productivity of the work unit.

ANALYTICAL REQUIREMENTS: Use a variety of analytic techniques to synthesize and summarize data from several data sources; identify and analyze discrepancies in data; evaluate alternative solutions to resolving data inaccuracies; and, propose strategies to prioritize workload in review and updating of equipment, staff and training records.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to provide correct information to Department staff could result in costly, inadequate and unnecessary delay to equipment repair. Incorrect or outdated business plans could pose a safety risk to employees. Inaccurate response to the public sector could result in a negative public image of our Department. The incumbent is responsible for protecting confidential Department and staff information. Failure to protect this information may damage the Department's reputation as a confidential organization and result in lawsuits or negative publicity. Intentional errors may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Daily contact with Department staff and the general public both in person, email, or by telephone. Confer with all levels of management and personnel within the Department and other state agencies. Must handle sensitive situations with tact and diplomacy, present ideas, and communicate effectively at all levels.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time at a workstation using a keyboard and video display terminal. May be required create and file documents. Employees must be able to concentrate and meet strict deadlines and work with others in a cooperative manner.

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WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting. Office temperatures may vary throughout the day. Occasional overnight travel is required within the State to attend meetings, or verify work in progress.

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
