

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Personnel Analyst	OFFICE/BRANCH/SECTION Office of Transactions Services/Human Resources	
WORKING TITLE Transactions Analyst	POSITION NUMBER 702-008-5142-XXX	REVISION DATE 05/04/2022

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 Staff Services Manager I, the incumbent serves as an analyst providing administrative, analytical support, classroom and virtual training for the Office of Transactions Services (OTS). Performs duties without detailed supervision or review. The APA demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers' expectations.

**CORE COMPETENCIES:**

As an Associate Personnel Analyst, 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.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, 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. (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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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20%	E	Serve as a Training Coordinator for the OTS. Facilitate classroom and virtual trainings for new and seasoned staff, analyze staff training needs, enrolling staff in various classroom and virtual training classes, providing training feedback to students and/or supervisors. Ensure OTS training needs are met by maintaining training records, the In-House training calendar on the Division of Human Resources' (DHR) website and internal V-Drive, and act as a resource for supervisors to resolve their staff's training needs. Enroll staff to attend On-Boarding, Academy, In-House Group training, State Controller's Office (SCO) training and other various agencies classroom and virtual training classes. Serves as the point of contact between OTS, SCO, and other training vendors and partners. Research, analyze, coordinate, and facilitate special and on-site staff training sessions, acting as host, reserving rooms, securing equipment, supplying copies, and preparing follow-up surveys. Work independently or as a lead in the development of the more complex training programs to impart or enhance the technical skills for all staff in cooperation with all levels within OTS. This may include the design and development of new and revision of existing formal and informal trainings and presentations; development of learning objectives, lesson plans, training tools, visual aides, exercises, samples quizzes and tests, and student handbook; determining the organization, presentation, and layout of materials; and development of forms and other materials as necessary for classroom and virtual training. Collaborate with Subject Matter Experts (SME's), seniors, analysts, supervisors and managers to gather training subject information and input, capture work processes and requirements, ensure classroom and virtual training is accurate and relevant, and revise forms and templates for staff's use based upon needs, requests or suggestions. Review and analyze training evaluation/feedback results and prepare post classroom and virtual training evaluation/analysis including recommended improvements on the more difficult and complex classroom and virtual trainings. Research and complete training related reports and/or special assignments as assigned. Serve as classroom and virtual trainer for New Employee Maintenance Orientation (NEMO) and update NEMO reference guide as needed.
20%	E	Serve as a Policy Coordinator for the OTS. Work independently or as a lead to develop and update trainings, policies and write procedures, including but not limited to the Transactions Procedure Memorandums (TPM's), in-house classroom and virtual trainings, and job aides. Research and analyze applicable laws, rules, government codes, departmental policies and procedures, control agency requirements, etc., and ensure classroom and virtual training modules, job aides, procedures and information on the DHR website is updated and in compliance. Identify OTS process inconsistencies, issues/concerns, and non-compliance with the legal requirements; report to management, and provide input and/or recommend actions to progress training procedure development. Develop and formulate procedures to standardize transactions-related activities and formulate classroom and virtual training modules to standardize transactions-related processes. Identify and recommend staff development resource materials for the DHR website. As various agency communications are available, immediately draft the California Department of Human Resources (CalHR) Pay Letter, Payroll Letter and manual update (PML), the California Public Employees' Retirement System (CalPERS) Circular letter, and SCO's Personnel and Leave Letter analysis for distribution to management staff.
20%	E	Serve as an Affordable Care Act (ACA) Coordinator for the OTS. Work independently to analyze, prepare and provide ACA reports for distribution to staff. Assist OTS staff to ensure timely, accurate reporting in SCO's database, and compliance for each employee's health benefit status with the Employer Shared Responsibility provisions of the ACA. Identify the more complex ACA process inconsistencies, non-compliance with legal requirements, issues and concerns; report to management, provide input and/or recommend policy or program alternatives. Update internal policies and procedures as directed. Prepare monthly, quarterly and yearly ACA compliance reports to management for response to CalHR, SCO and/or other agencies/vendors.
10%	E	Serve as a lead to develop, update and/or draft Personnel Information Bulletins (PIB's) and Management Information Bulletins (MIB's). Work independently to research, interpret, coordinate and ensure compliance with various bargaining unit contracts, government codes, departmental policies/procedures, laws, rules and control agency requirements. Work independently to compose and distribute the weekly "What's New" newsletter for OTS; determining the organization, presentation, layout of materials, relevant content, and subject matter. Assist in maintaining a continuous rotation schedule for the composition and distribution of "What's New". Maintain distributed bulletins and newsletters in an archive binder and V-Drive organized by calendar year, and ensure timely posting of "What's New" to the DHR website. May assist management with drafting other various Human Resources bulletins or newsletters.

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10%	E	Analyze and monitor various personnel documents and/or transactions by verifying for accuracy in databases such as SCO and CalPERS to ensure information is updated and reflected accurately. Personnel and payroll documents include, but not limited to: health and benefit forms, Personnel Action Requests (PAR), Employee Action Requests (EAR), Personnel Action Request Forms (PARF), SCO Employment History, garnishments, accounts receivables, and salary advances. Contact control agencies when necessary, in order to resolve the more complex transaction problems and provide daily guidance and recommendations to departmental offices and staff. Build lasting partnerships and maintain good working relationships with internal and external customers including control agencies; CalHR, CalPERS, SCO, the State Personnel Board (SPB) and the Department of Finance (DOF).
10%	E	Assist the OTS in the collection efforts to reduce the outstanding salary advances and accounts receivables for the Department. Work independently to maintain logs, record repayment agreements, distribute monthly outstanding balances to OTS staff to split warrants, and update internal policies procedures. Prepare monthly, quarterly and yearly reports to management for response to Audits and Investigations, Accounting, Lean Six Sigma and/or other agencies/vendors. Participate on projects, work groups and completing special assignments as directed. Research past practices and policies and evaluate projects to ensure departmental mission and goals are met.
5%	M	May act as a lead on various OTS duties, assignments and/or projects including but not limited to; DHR database updates, recruitment, internal form updates, Telework Stipend, mass updates, mass mailings, the Open Enrollment and Fair, MIRS (including monitoring and complex corrections), Leave Buy-Back/ Cash-Out programs, researching past practices and policies and evaluating projects to ensure departmental mission and goals are met. Track incoming requests and prepare final reports to management for response to Accounting, CalHR, DOF, and/or other agencies as determined.
5%	M	May attend staff meetings, work groups, classroom and virtual trainings as required. Perform other related duties as assigned.

<sup>1</sup>ESSENTIAL 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. May act as a lead analyst on various training and policy duties, assignments and projects.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Incumbent must be able to perform professional level analytical work with a high degree of complexity to resolve administrative problems and make recommendations for an effective course of action. The incumbent must reason logically and creatively. The incumbent must consult and advise on a variety of subject matters and demonstrate a capacity for assuming increasing administrative responsibility. Must grasp the essence of new information and master new technical and business knowledge. Must adjust rapidly to new situations warranting attention and resolution. Knowledge of SPB and CalHR laws, rules, policies, and practices; SCO, Caltrans' automated time reporting system (Staff Central); and the California Leave Accounting System (CLAS). Ability to effectively interpret civil service laws and rules and various personnel manuals from SCO, CalPERS and CalHR, as well as departmental procedures and Memorandum of Understandings (MOUs). Must have skills and ability to use computers to perform word processing, develop spreadsheets, create pivot tables, perform mail merge, develop newsletters, update documents to fill-in-fields, create and update databases, including Microsoft Word, Microsoft Excel, Microsoft Publisher, Adobe Acrobat Pro, FileMaker Pro, Microsoft Teams, and WebEx. Ability to speak and write effectively; analyze situations accurately and take effective action.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Office of Transactions Services. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality personnel and payroll-related services to internal and external customers. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent will work with Caltrans OTS staff and all levels of Caltrans staff, management, consultants, private sector groups and representatives of control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

**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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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard and monitor, and may be required to lift, carry, and move boxes of material from one location to another. Will occasionally be required to bend, stoop and kneel; pull, push or grasp objects; stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing. Incumbent must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning, and must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Incumbent may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, incumbent will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises.

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
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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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