

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION 04/Construction/Administrative Support/Personnel	
WORKING TITLE Personnel Support Administrator	POSITION NUMBER 904-501-5157-XXX	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 direction of a Staff Services Manager I, the Staff Services Analyst (SSA) performs work to support hiring activities and will serve as the primary liaison with Accounting in handling all payroll-related matters and back up to the COZEEP Payments Coordinator. The incumbent will assist in administering invoices from California Highway Patrol and be responsible for maintaining personnel records, staff rosters and information reports. This position does not supervise.

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. (Enhance and Connect the Multimodal Transportation Network - Innovation)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Equity)
- 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. (Advance Equity and Livability in all Communities - 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 - Equity)
- 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. (Lead Climate Action - Engagement)
- Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- 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 - Engagement)
- 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. (Strengthen Stewardship and Drive Efficiency - Equity)
- 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. (Cultivate Excellence - Pride)

TYPICAL DUTIES:

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

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35%	E	Serve as a support person to lead Hiring Analyst responsible for all hiring activities for the division. Support activities include: PARF preparation; PARF approval through Office of Budgets, District Personnel Liaison, Personnel Transactions and Personnel Analyst; Exam & Cert Online System (ECOS) questions; interview coordination; and final ARF/PARF preparation. Incumbent will serve as the division's backup administrator in all Managerial Selection Process (MSP) hiring activities. Assists in monitoring any timed exercises scheduled as part of the hiring process. Will research and secure the proper locations for such interviews. Notifies all candidates of scheduled time and location of interviews. Assists in keeping the internal website updated with current information and recommends changes to the division webmaster as needed.
25%	E	As Payroll Custodian will work with all field Payroll Coordinators to maintain an accurate accounting of the Construction Employee Roster to facilitate payroll distribution. The incumbent must maintain the security of all payroll warrants; disburses monthly payroll warrants, overtime warrants, Travel Expense Claims (TEC) warrants, Travel Advance warrants, etc. throughout the month. The custodian is also responsible for researching and processing missing or misplaced monthly or overtime payroll checks. With the assistance of the Lead Worker researches and analyzes the less complex and sensitive program issues related to personnel operations; ensuring consistency with department policies and procedures. Identifies issues and items where action by the Associate Governmental Program Analyst and/or Staff Services Manager I is required. Will enter data into a computer (database for various functions). May maintain databases using MS Excel and/or Access software. Receives and dispatches telephone messages; duplicates, distributes, and files personnel data to maintain updated and accurate personnel files. Routes and distributes outgoing and incoming mail for the Division of Construction. Serves as Staff Central Liaison for the division.
15%	E	The incumbent will create, maintain and update all written communication regarding employee assignment letters, lateral transfers, examinations and interview results for the Division of Construction. Performs routine and special typing of letters, memorandums, forms, etc. using Microsoft Word. The incumbent will use independent origination of correspondence. Prepares transmittal memos and distributes copies of various documents to Headquarters, various divisions, departments, local agencies, and Division staff. Maintaining accurate records of Employee Assignment Letters, Employee Action Request (EAR), Employee Transfer Requests, and Supervisor's Requests for Additional Staff, etc. will allow the personnel records coordinator to further demonstrate the validity of the requests as well document that such requests have been processed. This task requires working closely with field personnel. The incumbent will be responsible for updating management every week.
15%	E	Provides backup support in the administration of the Construction Zone Enhanced Enforcement Program (COZEED) contracts, which includes the preparation of contract-related documents and supporting materials; prepares reports of COZEED services every month; maintains COZEED data on the server and ensures that the data is current and correct for use by management; makes recommendations to ensure the program is operating within a well-organized and resourceful system. Assists in the processing billing of COZEED services. This requires review, analysis, maintenance, coordination, and preparation of documents related to the administration of COZEED contracts with the California Highway Patrol (CHP). The incumbent reviews and monitors the billing for COZEED services, and other expenditures incurred to ensure that the CHP is paid in conformance with the terms of the contract and that an adequate audit trail is maintained.
5%	E	Will update the Personnel Microsoft Access database and maintain records of all personnel-related requests by employees for the division. Examples of requests are: Leave of Absence (LOA), Request for Reduced Time Base, Family Medical Leave Act (FMLA), Emergency Information Forms and other personnel-related forms. The monitoring of these personnel requests will allow the incumbent to maintain a tickler file of those date critical employee activities requiring a personnel action to re-establish active pay status. Must be familiar with various software to maintain and update records periodically. Will make necessary changes to the database to coincide with generated PARFs. Will maintain floorplans and posted seating arrangement designations.
5%	M	Attend training as deemed mandatory or necessary, which may require travel and overnight stay. Incumbent may perform other duties within the scope of the unit as required.

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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; Gregg Reference Manual; principles of effective training; effective oral and written communication techniques. Must be proficient in the use of MS-Word, MS-Access and MS-Excel.

Ability to: Perform difficult administrative support work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent must work independently and is accountable to the Construction Personnel Manager for all decisions made and will be given broad latitude in performing assigned responsibilities. Incumbent must be able to prioritize and schedule the workload for timely completion. Late processing of various duties could cause delay in distribution of requests with deadlines; improper or delayed distribution of payroll can cause unforeseen problems with an individual's personal financial responsibilities. Errors in judgment could result in unnecessary or expensive costs to the State.

PUBLIC AND INTERNAL CONTACTS

This position will have extensive contact with all levels of employees from all internal departmental functions as well as public contact.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to move large or cumbersome reports/plans from one location to another; occasional bending, stooping and kneeling. The workload is subject to frequent, substantial, and unexpected changes within a few months. Needed are the following requirements:

Mental requirements include sustained mental activity needed for report writing, problem solving, analysis and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must have the ability to develop new insights into situations and apply innovative solutions to make organizational improvements; enable others to acquire the tools and support they need to perform well; understand linkages between administrative competencies and mission needs.

Emotional requirements include the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems; and acknowledge the various responses. Must be able to deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity. Will consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect.

WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. Employee may also be required to travel on occasion.

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. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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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
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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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