

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	Administration	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
District Claims Officer	906-001-5393-004	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the general supervision of the Office Chief, Administrative Services Branch, the incumbent is primarily responsible for locating, identifying, and analyzing documents and potential witnesses to assist the Legal Division's defense of tort claims. The incumbent also investigates and evaluates certain small claims cases arising in the District. The incumbent also will have many contacts with the public to address concerns about claims they may have against the Department. The duties include, but are not limited to:

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
50%	E	Supports the Legal Division's defense of Caltrans in tort litigation matters by coordinating, collecting, and evaluating facts and other information to assist Legal Division attorneys defending Caltrans in tort litigation. Compiles, locates, and identifies documents as directed by the assigned attorney in response to all discovery requests including Interrogatories, Demands for Inspection/ Production of Documents, and Requests for Admissions. Reviews case files, visits accident scenes, compiles information from Caltrans databases including photolog, TSN, IMMS, BIRIS, DRS, and others. Assists Legal Division attorneys in identifying appropriate witnesses to testify in deposition and at trial. Verifies collision locations and the presence of roadway features and supports with available documentation. Assists Legal Division attorneys in responding to discovery requests by analyzing available data and recommending additional resources which may contain relevant information or may lead to additional relevant information. Confers with all levels of District management and personnel to ensure completeness of documents and identified facts. Analyzes and verifies data provided by District staff, such as, as-built plans, special provisions, standard specifications, policies and procedures, manual excerpts, project history files, are applicable to the Legal Division's information requests or discovery requests. Arranges for copying of documents. Prepares written reports as directed by attorneys analyzing acquired information and identifies other potential locations of documents and other potential witnesses. At the direction of Legal Division attorneys, conducts scene reviews of locations where potential litigation is anticipated including documenting conditions existing at collision scenes through photographs and video. All such work may require work after normal work hours and during weekends.
20%	E	Reviews, investigates, and processes claims against Caltrans under \$10,000. Represents Caltrans in small claims court through the presentation of evidence and oral argument based upon the application of the law associated with public entity liability. Interprets laws and rules relating to public entity liability. Analyzes claim to determine if complete. Evaluates if Caltrans may be held liable through investigation of location, analysis of information contained in claim, analysis of documents, and analysis of staff statements regarding location or claim. Coordinates certain claim investigations with the Office of Risk and Insurance Management within Department of General Services. Tenders claim to other entities, as determined from analysis of the claim. Contacts claimant via telephone or correspondence as required. Enters specific claim information into Legal Division's database. Either approves for payment or denies claim based upon thorough analysis of claim, evidence, and facts. Encumbers appropriate funds, prepares releases and other necessary documents to pay the claim. Collects payments from third parties (e.g., contractors, other public entities, permittees etc.) where warranted. Monitors trends in claims presented and advises the Legal Division or the relevant functional unit.

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20%	E	Evaluates and provides recommendations on claims filed with the Victims Compensation and Government Claims Board to Caltrans Legal Division representatives in Sacramento. Interprets and applies facts to existing law in providing such recommendations on timeliness of late claims. Provides risk management training to District staff. Acts as liaison between District staff and Legal Division attorneys, as needed.
5%	M	Provides information as required to the District's Public Information Officer in responding to California Public Records Act (CPRA) requests by compiling available non-privileged information. Reviews CPRA requests prior to release of any information to ascertain if the record is related to possible or pending legal action against Caltrans. Preserves CPRA information produced, as required. Responds to general public inquiries, as needed.
5%	M	May provide guidance and assistance to the Claims Assistant (Office Technician), and other District staff on how to respond to discovery requests in order to ensure completeness, accuracy, and timeliness of proposed responses.

<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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Not applicable.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of principles and modern methods of public and business administration; software applications; investigative techniques and procedures; rules of evidence and court procedures; and service of legal papers. Must have the ability to analyze administrative problems and adopt an effective course of action; interpret and apply specific case provisions of the laws, rules or regulations enforced or administered; establishes and maintains cooperative working relationships; speaks and writes effectively; demonstrates capacity for assuming increasing administrative responsibility.

The duties of this position require extensive analytical work. Each claim or lawsuit must be analyzed individually with the relevant data emphasized to enable the State attorney to present the State's case in the most favorable manner possible. Incumbent must be able to decipher discovery documents, interrogatories, production requests, subpoenas, outside inquiries and other legal documents in order to direct responses to the appropriate unit, and ensures a timely response.

The incumbent must possess excellent oral and written communication skills. Computer skills will be needed to maintain the Claim's office tracking system and to produce technical and investigative or analytical reports.

Must be able to work under pressure with numerous deadlines, and prioritize work to meet needs.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent makes decisions in establishing priorities, directing, gathering information, overseeing responses and meeting appropriate deadlines. Failure to furnish attorneys with adequate information could result in the loss of a tort case. Failure to furnish attorneys with timely, accurate and complete information and or responses can result in drastic sanctions against the Department of Transportation, including increased costs, increased liability, and embarrassment to the District and Department.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent must work closely with units District wide, which includes but is not limited to the Legal Office, Maintenance Division, Construction Division, Headquarters and other units in Caltrans. The incumbent also assists the public and must be polite and patient with the public while protecting the confidentiality of legal files. Employee must work cooperatively and professionally with other Claims Office staff.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee will be required to lift, bend, kneel, reach, push, sit and stand for long periods of time, and will be exposed to traffic in performing investigations of claims and accident reconstruction sights. Employees may be required to sit for long periods of time using a keyboard and video display terminal. They may also be required to move large boxes weighing 40 pounds or cumbersome plans and diagrams from one location to another. Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems; and acknowledge the responses. Employee must have sustained mental capability to follow all policies and procedures. Employee must be able to work alone and in a group environment.

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## WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Employee will be required to work outdoors and may be exposed to traffic, dirt, noise, uneven terrain, and deal with extreme heat or cold weather. Occasional travel may be required. Possession of a valid driver's license and current defensive drivers certification are required.

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.)

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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