

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION D11/Admin/Organization Effectiveness - Business Services	
WORKING TITLE Business Services Analyst	POSITION NUMBER 911-007-5393-xxx	EFFECTIVE DATE

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 direction of the Business Services Manager, a Staff Services Manager I, the Business Services Analyst at the full journey level performs the varied and complex analytical staff services assignments and provides training and guidance to all staff in the District's service centers, which include the Mail Center, Records, and Reprographics. The incumbent is required to act independently on both routine and complex matters and has authority to recommend action to Headquarters and District Management.

After two years in the assignment, the incumbent may be rotated to another Associate Governmental Program Analyst position within the District.

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
50% E	<p><b>Contract Management:</b> Reviews solicitations and prepares routine response for proposals, bids, and contract modifications. May also prepare simple requests for proposals. Analyzes contract requirements, special provisions, terms and conditions to ensure compliance with appropriate the Public Contracting Code, the State Contracting Manual, and department policies related to procurement and contracting. Ensures contract review, approval and execution in accordance with department/district guidelines. Prepares and administers routine correspondence, negotiation memoranda, and contract documentation to ensure timely and coordinated submittal. Prepares, organizes and maintains contract records and files documenting contract performance and compliance. Conducts research to support contract audit and or facilitate contracting trends. Performs contract closeout activities. Assists mid- to high-level contract professionals in working with internal or external business teams on issues and developments relative to assigned contracts Serves as the point of contact for customers on contractual matters. Acts as contracting agent between district and vendors, ensuring timely review and approval/reconciliation of variations of all <u>service and equipment contracts for the business service unit's service centers.</u> Maintains contractual records and documentation such as receipt and control of all contract correspondence, customer contact information sheets, contractual changes, status reports and other documents for all contracts; ensures company products and services are offered with appropriate, competitive terms and conditions; ensures that signed contracts are communicated to all relevant parties to provide contract visibility and awareness, interpretation to support implementation; mediates any on-going issues and keeps management abreast of any potential issues and resource management abreast of any impacts to funding; monitors transaction compliance (milestones, deliverables, invoicing etc.); ensures all incoming invoices against contracts are paid timely; performs analysis to ensure contract close-out, extension and/or renewal. Prepares scope of work, contract request, including request for amendments and renewals as needed to resolve issues and facilitate contract approval. Utilizes the Enterprise Resource Planning Financial Infra-Structure (EFIS) and Advantage (AMS) Financial Systems to perform necessary contract transactions.</p> <p><b>Service Equipment:</b> Implements and maintains policy and procedures for acquisition of IT and non-IT specialty equipment for all service areas. Ensures that service agreement contracts or on-call service agreements are being utilized to their fullest potential.</p>
35% E	<p><b>Service Center Lead:</b> Performs the most difficult and complex analytical service center work for the three service centers in the business services unit - reprographics, records center and mail center. Gathers and analyzes data including research background, contact and coordinates with various</p>

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divisions, vendors and service and equipment suppliers; handles complaints; works with building manager on building maintenance and repairs to address safety concerns; reviews written documents for accuracy/completeness/compliance using various resources as needed; prepares written documents (e.g. reports, correspondence, analysis, forms, charts, graphs, etc) to provide information and oversight and support to staff and accountability to management. Provides input on employee performance appraisals to supervisor with his/her perspective on the employees day to day interactions with customers, completing products timely, following protocol, etc. Performs random peer review of work products and pending project reports and makes recommendations regarding any corrective actions that may need to be taken. Provides training and guidance to all service center employees on how to effectively market services to customers as well as how to maintain service levels conducive to the fluidity of times.

- 10% Records/Forms Management: Oversees the implementation of department policy and guidance for record-keeping in accordance with National Archives and Records Administration (NARA). Coordinates annual inventory of all district forms to ensure compliance with the State Administrative Manual (SAM) Section 1740 on Forms Management.
- 5% Back Up Support: Provide full back up support to the mail, records, and reprographics centers as per their individual duty statements.

<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

No supervision is exercised. Acts in a lead capacity over employees in service centers

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of principles in all facets of public and business administration, including budget and contact services analysis, purchasing, records management, and U.S. Postal procedures, modern office methods, forms, and equipment, computer applications including but not limited to the Internet, e-mail, Microsoft Word, and Excel. Knowledge of general principles and techniques of research including communication skills needed for data gathering and principles of technical writing. Knowledge of general principles required to act independently and with good judgment. The incumbent must have general knowledge of State contract law, applicable Federal regulations and the policies, procedures and applicable regulations of Caltrans and various control agencies such as the Department of General Services (DGS) as they pertain to service contracts and small businesses. The incumbent must be able to work with and enlist the help of appropriate resources both inside and outside of Caltrans to assist with various functions for the benefit of small business.

Ability to analyze complex administrative problems and adopt an effective course of action. Ability to reason logically and creatively, develop and implement new and revised methods and procedures. Ability to communicate effectively verbally and in writing, make presentations, plan and organize work and proven ability to utilize computer applications to prepare written reports. Incumbent must have the ability to productively manage a variety of stressful situations including changing priorities and managing deadlines. Incumbent must possess a valid California driver's license to operate a State Vehicle.

Strong analytical skills are required. Incumbent will perform a wide range of public and business administrative duties. The incumbent must exercise problem solving techniques and have the ability to interpret and apply rules and procedures as needed. Analyze and implement new and improved technology and methodology.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Decisions are based upon existing priorities, importance of requests within priorities, and other factors as required. Poor decisions can result in delays in project related work and unhappy users of the services. Also, further decisions regarding logistics and type of supplies, if not made correctly, can result in the inability to perform the request for work. Improper stewardship of funding to cause loss of funding for the department for future allocations.

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### PUBLIC AND INTERNAL CONTACTS

This position will have extensive contacts with District employees at all levels, including staff at Headquarters, and the

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Southern Service Centers. Public contacts include external service vendors, U.S. Postal Service employees, and small business owners. Incumbent must have good communication, analytical skills and possess the ability to display a professional working relationship with internal and external clients.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

**Physical:** Incumbent may be required to sit for prolonged periods of time using a keyboard, video display, and a mouse. Incumbent may also be required to stand for prolonged periods of time while planning and coordinating work-flow. Incumbent will be required to push several reams of paper using a hand truck. Incumbent will be required to perform long periods of stretching, lifting, bending, kneeling, squatting, and reaching. Incumbent will be required to drive to various field offices to drop off and/or pick up mail/parcels and large boxes. Incumbent will be required to lift and place boxes of files on a shelf as well as reach for and pull boxes from a shelf (up to 45 lbs.). Incumbent will be required to be very flexible in changing tasks and physical work areas as workload necessitates.

**Mental:** Incumbent must have the ability to multi-task, adapt to changes in priorities, and complete tasks and projects with short notice.

**Emotional:** The Incumbent must have the ability to develop and maintain cooperative working relationships and respond appropriately to difficult situations. Incumbent must be able to adapt to change with the introduction of new information, changing conditions, or unexpected obstacles.

## WORK ENVIRONMENT

Incumbent will work in a high production environment that is climate-controlled and under artificial lighting. Incumbent will be exposed to various noises and noise levels of reprographic equipment, and will also be exposed to various chemicals used in maintaining equipment. Incumbent will be required to work the core business hours of 8:00 a.m. to 5:00 p.m.

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