

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Analyst	DISTRICT/DIVISION/OFFICE DES/METS GS/SM/QA&M	
WORKING TITLE Quality Management Analyst	POSITION NUMBER 559-318-5157-xxx	EFFECTIVE 5/1/15

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 direction of the Senior Engineer, the Quality Management Analyst performs their typical duties within the Quality Assessment and Management Branch (QAM). The primary function of the Office of Structural Materials (OSM) is to ensure the materials and products used in California Department of Transportation (Caltrans) construction projects comply with highway construction contract requirements. The Quality Management Analyst performs key tasks in support of the material verification practices for source inspection and sampling of structural materials. The Management System (MMS) systematically manages the material verification process for materials and products that are incorporated into the State transportation system. The Quality Management Analyst also assists in coordinating various MMS activities to include authorizations to deliver assessments, programmatic assessments, and audits both in and outside the State of California.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% (E)	Analyzes MMS processes for compliance with the procedures manuals, and makes recommendations for improvement to ensure consistency and accuracy. Functions as a Department liaison for material fabricator data submittals, which include Notices of Materials to be Used, quality control plans and manuals for welded steel and precast concrete, certificates of compliance, audit documentation, requests for inspection, and fabricator quality control lapse reports. Reviews and evaluates fabricator data as it pertains to material fabrication verification processes. Prepares reports to identify inconsistent implementation of OSM practices and procedures or contract documents, and recommends

¹ 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

corrective actions. Analyzes OSM practice and procedure change requests and makes recommendations to QAM Branch Senior Engineer on steps needed to implement recommendations. Prepares correspondence (memos, letters, and emails) necessary to achieve consistent implementation of the MMS program and keep all stakeholders informed.

- 25% (E) Prepares reports with recommendations on improving contract documents and internal practices. Makes updates to Internet and Intranet pages. Analyzes and maintains databases on programmatic assessments, pre-qualifications, audits and fabricator performance as it relates to material quality to assure compliance with contract documents and business practices.
- 15% (E) Identifies, tracks and analyzes cooperative agreement projects on state highway system. Advises OSM staff on methods to improve compliance with requirements by outside agencies. Prepares correspondence for staff to communicate deficiencies in OSM practices for construction projects administered by agencies other than Caltrans.
- 10% (E) Analyzes and recommends revisions to business practices manuals for office to assure it reflects current office practice. Participates in analytical studies to identify deficiencies and inefficiencies in the MMS administration, and make recommendations to OSM management of action plans.
- 5% (M) Monitors the receipt of Notice of Materials to be Used form, CEM-3101 from contractors. Pro-actively communicates with Resident Engineers to ensure compliance with contract requirements. Collects and compiles data for compliance and prepares report with recommendations ways to improve compliance.
- 5% (M) Prepares written recommendations and/or analysis as it relates to special assignments or projects. Performs other duties appropriate for a Staff Services Analyst.

SUPERVISION EXERCISED OVER OTHERS

This position does not supervise. May provide some direction and guidance to clerical and student assistant staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must be knowledgeable of the Department's mission, goals, and programs; laws, rules, statutes, and regulations regarding resources, contracts, and general office operations. The incumbent must be able to assimilate and evaluate technical and procedural input from various sources to generate comprehensive reports for alternative courses of action and make objective recommendations on all issues relating to this position.

The incumbent must have a good understanding of the departmental organization, functions of the Department, related policies and procedures of the Department and the Division of Engineering Service. The incumbent must also have a general understanding of how plans and specifications relate to the Departments project development work.

The incumbent must have the ability to multitask, adapt to changes in priorities, and complete tasks with short notice. The incumbent must have the ability to effectively coordinate multiple assignments with concurrent due dates, and to recognize potential project-related problems with personnel, fiscal resources, or scheduling and either take or recommend corrective action. The incumbent must be able to manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact.

Knowledge of and ability to use personal computer equipped with e-mail, word processing and spreadsheet software including Microsoft Office Suite (Word, Excel, and PowerPoint). Experience working with Dreamweaver is recommended.

The incumbent must reason logically and creatively; utilize a variety of analytical techniques to resolve complex problems, develop communication documents and reports on a variety of issues, and maintain a level of professional integrity to ensure Department Policies and Procedures are followed.

The incumbent must be able to prepare complete and comprehensive reports, letters, and articles; make effective presentations, use good judgment for analysis of resource requirements; be able to coordinate effectively with all levels of management and employees.

Employee must have the ability to establish and maintain good and professional working relationships with other Department units, industry and the contractor on Department projects. Employee must be familiar and able to follow the Department policies and procedures.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent is responsible for providing effective, pertinent, and responsive administrative support and various reports to Office and Branch staff. Decisions based on the information provided by the incumbent, directly impacts the effectiveness of the division in meeting its goals, objectives and fiscal constraints. If the information is not correct and timely it can have a major impact on management decisions and could adversely affect the Division's mission in meeting its goals, objectives and fiscal responsibilities.

PUBLIC AND INTERNAL CONTACTS

The incumbent communicates frequently with all levels within the Division of Engineering Services and the Division of Construction. Frequent communication with material manufacturers and Caltrans staff will be required to ensure that the MMS is accurately and consistently implemented. Maintains fair, impartial, effective, and professional relationship with suppliers, fabricators, and manufacturing plants.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard/mouse and video display monitor, or while attending meetings. The incumbent must be able to use fine manipulation and/or simple grasping during the course of their workday. Some walking may be required. Incumbent may be required to lift and/or simple grasping during the course of their workday. Some walking may be required. Incumbent may be required to lift and/or move objects weighing up to 30 pounds.

Must be able to effectively communicate in English and may be required to make presentations, lead workshops, and serve on quality teams. The incumbent must be able to sustain the mental activity needed to conduct necessary research, analysis, reasoning, auditing and editing, problem solving and report creation and writing.

Must be able to organize and prioritize large volumes of varied documents. The workload is subject to frequent, substantial and unexpected changes that could affect the scheduling or completion of assignments. The incumbent must have the ability and aptitude to utilize a personal computer to update, retrieve, and analyze information.

Must be able to handle multitask while regularly responding to e-mails and phone calls. This position requires the incumbent to be flexible and adaptable to changing policies, rules and regulations as it relates to personnel administration. Must be able to adapt to changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships with staff as well as other departmental employees and recognize emotionally charged and/or sensitive issues and problems and handle them effectively and appropriately. Employee must recognize and respond appropriately to difficult situations and priority issues arising within a dynamic work environment, and must facilitate effective solutions. Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity.

