

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> STAFF SERVICES ANALYST	<b>DISTRICT/DIVISION/OFFICE</b> LEGAL DIVISION	
<b>WORKING TITLE</b> CONTRACT & CLAIMS ANALYST	<b>POSITION NUMBER</b> 701-004-5157-xxx	<b>EFFECTIVE</b> 12/2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, and those we serve.**

**GENERAL STATEMENT:**

Under general direction of the Legal Division Statewide Contract Manager, a Staff Services Manager I (SSMI), the incumbent is responsible for directing and coordinating the review and processing of statewide damage claims filed with the Victim Compensation and Government Claims Board (VCGCB); and assists with contract management and processing of expert witness, service contracts and procurement.

**TYPICAL DUTIES:**

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

35% E	Acts as a VCGCB claims liaison. Conducts research and analysis in response to claims filed against the Department. Compile and analyze the documents to determine whether the claim should be paid according to applicable law. With the direction and/or assistance of the SSMI, writes administrative letters and reports and makes appropriate recommendations for approval or disapproval of payment. Assist with the development of solutions and implement actions to correct problems that arise. Incumbent will preserve evidence; and may take photographs, visit locations and video as needed. Provide written and oral responses to formal requests from the Victims Compensation and Government Claims Board.
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35% E	Acts as one of the Legal Division contract liasions (San Diego). Responsible for working with and getting direction from supervisors and attorneys to administer Legal Division contracts for the use of expert witnesses, consultants, and various other services. Identify issues and make recommendations to higher level staff to implement solutions. Work with various internal programs including Accounting, Division of Procurement and Contracts (DPAC) and Department of General Services (DGS) staff
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in developing and executing new contracts. Utilized the Division's database to process and monitor contracts.

20% E Acts as Legal Division procurement liaison, including the processing of IT orders. As SSA gain experience in understanding the rules, regulations and guidelines associated with procurement. Handle inquiries, monitor payments and maintain logs.

10% M Works closely with SSMI and other contract analyst staff to ensure assigned duties are covered during periodic absences and/or peak periods. Works with management and staff on other duties as required.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

Knowledge of: Caltrans' organization, mission, policies, and procedures; statewide Legal Division program goals, objectives, and priorities; State government administrative laws and rules, including, but not limited to, State Contract Manual (Volumes I, II and III), contract administration, policies, and procedures as outlined in the State Administrative Manual.

Ability to: Approach a problem by using a logical, systematic, sequential approach; weigh the costs, benefits, risks, implications, and chances for success, when deciding; use technology to simplify and streamline tasks; learn new technology techniques to enhance the job; listen to others and communicates in an effective manner; ensure that others involved in a project or effort are kept informed about developments and plans; recognize differences of opinion, bring them out into the open for discussion, and look for win-win solutions; use appropriate interpersonal styles and methods to reduce tension or conflict between two or more people/groups; create solutions to problems using novel methods and processes; identify and respond to current and future client needs; provide excellent service to internal and external clients; make critical and timely decisions in difficult or ambiguous situations; take charge of a group when it is necessary to facilitate change, overcome an impasse, face issues, or ensure decisions are made; delegate responsibility, work with others, and coach them to develop their capabilities; identify the information needed to clarify a situation and drawing out the information when others are reluctant to disclose it; take responsibility for own work, including problems and issues; anticipate and prevent breaches in confidentiality and/or security; notice trends and develops plans to prepare for opportunities or problems; identify and propose solutions that benefit all parties involved in a situation; develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support; ensure the effective, efficient, and sustainable use of public service resources and assets; identify, assess, and manage risk while striving to attain objectives; function effectively when under pressure and maintain self control in the face of hostility or provocation; communicate ideas, thoughts, and facts in writing.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Consequences of error can be serious and far-reaching, effecting the Department. Failure to recognize potential settlements and follow established precedent may cause escalated litigation caseload, time spent, and cost to the department. Further, it may adversely affect the department's public image.

