

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE STAFF SERVICES ANALYST	DISTRICT/DIVISION/OFFICE HUMAN RESOURCES/CEA AND MSP PROGRAM	
WORKING TITLE CEA/MSP Analyst	POSITION NUMBER 702-008-5157-XXX	EFFECTIVE 4/2015

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 Branch Chief CEA/MSP Program, a Staff Services Manager I, and guidance from the Lead examination analyst, the Staff Services Analyst plans, develops, and implements a full range of examination duties. The incumbent provides excellent customer service to the public and to Departmental employees at all levels of the organization. The analyst will be expected to display a positive attitude and serve to cultivate a team environment to help accomplish the Division’s goals and missions. The analyst will play a vital role in the process of hiring and recruiting Caltrans management employees.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
55% E	Examination Administration. Under general guidance and direction from the Office chief or Lead, the analyst will work with program managers, to develop all aspects of the MSP or CEA examination process. This includes drafting examination bulletins, developing job analysis as needed, accepting and reviewing applications, developing examination questions, coordinating and setting up interview panels and examination candidates, preparing all materials for each oral interview, creating all correspondence for each examination as needed, finalizing exam results and maintaining historical records for each administration. Conduct job analyses to produce content valid examinations. Review item analyses and raw score tabs to set examination pass points. Solicit and coordinate chairpersons for interview panels; provide panel orientation and

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

may chair examination interviews. Act as liaison between districts, divisions and programs and California's Department of Human Resources (Cal HR) for the purpose of resolving examination related issues. Respond to examination appeals and, if necessary, represent the department at appeal hearings.

25% E **Examination Related Activities.** Prepare and review examination related human resource projects such as policy and procedure memos, legislative bill analyses pertaining to the selection process, and specification revision proposals. Promote use of an automated examination process in coordination with the Cal HR. Develop manuals, brochures, and training courses to provide technical guidance to examination technicians, support staff and internal clients throughout the department. Represent the department with other state agencies and the Cal HR.

20% M **Special Projects.** Participate in special projects and in workgroups; and complete special projects as directed. Research past practices and policy, and evaluate projects for conformance with departmental goals and missions. Participate in training, implementation, and usage of automated HR modernization process.

SUPERVISION EXERCISED OVER OTHERS

No direct supervision is exercised.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Knowledge of the CEA examination and appointment process.
- Knowledge of examination development.
- Ability to interpret and apply laws, rules, policies and procedures.
- Reason logically and use analytical techniques to solve moderate to difficult personnel problems relating to examinations.
- Express ideas and present information clearly and logically, both verbally and in writing.
- Ability to independently research and analyze data and present ideas and information effectively.
- Ability to analyze and resolve complaints, appeals and general examination issues.
- Ability to appraise qualifications of applicants and interview effectively.
- Ability to maintain the confidence and cooperation of others

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Inaccuracies and errors in judgment could result in potential appointment revocation, loss of employment or cancellation of an examination. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history,

education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent will, with guidance and direction from the Lead analyst or the Office Chief, independently confer, advise and make technical decisions and commitments regularly regarding examination related issues with all levels within the department, Cal HR, and other departments. The incumbent will promptly and accurately respond to the public and internal clients regarding examination issues, and demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely and exceeds our customers' expectations.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material from one location to another. Employee will be required occasionally to bend, stoop, and kneel; to pull or push objects; to grasp objects, to stand for long periods of time, and to twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat 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.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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's Name

Signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor's Name

Signature

Date