

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE STAFF SERVICES ANALYST	DISTRICT/DIVISION/OFFICE HUMAN RESOURCES/EXAMINATION AND RECRUITMENT SERVICES	
WORKING TITLE EXAMINATION & RECRUITMENT ANALYST	POSITION NUMBER 702-008-5142	EFFECTIVE 5/2015

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; reporting to work as scheduled; 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, as well as those we serve.

GENERAL STATEMENT: Under the supervision of the Branch Chief, Office of Examination and Recruitment Services, a Staff Services Manager I, the Staff Examination Analyst plans, develops, and implements a full range of examination and recruitment duties. The incumbent performs tasks as directed, provides excellent customer service to the public and to Departmental employees at all levels of the organization. The Analyst is expected to develop resourcefulness and analytical skills, display a positive attitude and cultivate a team environment to help accomplish the Division's goals and missions.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

35%E	Examination Development: Under direction, obtains Subject Matter Experts to assist with development of examinations and job analysis reports. Drafts task statements, develops Job Analysis questionnaires, and evaluates survey data to determine essential Knowledge, Skills, Abilities, Personal Characteristics (KSAPCs), and Tasks of the classification in order to produce content valid selection tools. Utilizes Job Analysis reports to develop all types of examinations, including written tests, performance tests, structured and patterned interview questions, supplemental application questionnaires, and training and experience evaluations.
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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

- 20% E **Examination Administration:** Reviews and details applications for appropriate education and experience. Serves in a learning capacity during scheduling and administration of examinations. Further, solicits and coordinates chairpersons for interview panels, provides proctor orientation, coordinates and audits test materials, and may chair examination interviews. Acts as a liaison between districts, divisions and programs, other departments, and with the California Department of Human Resources for the purpose of resolving examination related issues.
- 20% E **Exam Analysis:** With direction from a lead Analyst and/or Branch Chief, reviews item analysis and raw score tabs to determine validity of examination questions and set examination pass points. Enters candidate information, preferences, and scores into Online Examination system in order to establish eligible lists. Audits examination materials and accuracy of scores and candidate information. Provides written and verbal correspondence to examination competitors.
- 25% E **Recruitment Activities:** Represents Caltrans at recruitment events, community outreach engagements, and related activities. Coordinates with Caltrans Districts and Divisions regarding targeted recruitment needs. Contributes to the development of customized marketing materials for various Caltrans classifications and program efforts.

SUPERVISION EXERCISED OVER OTHERS

No direct supervision is exercised.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Knowledge of examination development
- Knowledge of Microsoft Office Applications
- Ability to interpret and apply laws, rules, policies, and procedures
- Ability to reason logically and use analytical techniques to innovatively solve moderate to difficult personnel problems
- Ability to express ideas and present information clearly and logically, both verbally and in writing
- Ability to 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
- Ability to manage multiple assignments and schedule to meet strict deadlines
- Ability to consistently provide excellent customer service in a demanding environment

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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 independently confer, advise, and make technical decisions and commitments regularly regarding examination related issues with all levels within the department, California Department of Human Resources, 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; and 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 and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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

