

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE STAFF SERVICES ANALYST	DISTRICT/DIVISION/OFFICE DHR/OFFICE OF TRANSACTIONS SERVICES	
WORKING TITLE TRANSACTIONS ANALYST	POSITION NUMBER 702-008-5157-	EFFECTIVE 02/2015

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. 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 a Personnel Supervisor II, the Staff Services Analyst (SSA) serves as an analyst providing administrative, training and analytical support for the Office of Transactions Services. The SSA demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers’ expectations.

TYPICAL DUTIES:

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

40% E	With guidance, develops and writes procedures Transactions Procedure Manuals (TPM) and Job Aids to implement operational guidelines. This may include the design and development of new and/or revisions of existing formal and informal training and presentations; development of learning objectives, lesson plans, training tools, visual aides, exercise, samples quizzes and tests, and student handbook; determining the organization, presentation, and layout of materials; development of forms and other organization; development of forms and other materials as necessary for the training. Research and completed training related reports and/or special assignments as assigned Collaborate with subject matter experts, supervisors and managers to gather information and input to develop. Develops and formulates procedures to standardize transactions-related activities. Develops and formulates training modules to standardize transactions-related processes. Creates and revises forms and templates for staff’s use based upon needs, requests or suggestions.
-------	--

Work with Subject Matter Experts, researches, interprets, coordinates and ensures compliance with various bargaining unit contracts, policies, laws, and rules. Performs analytical studies and surveys. Recommends policy and program alternatives. Writes reports and makes recommendations on a broad spectrum of administrative and program-related problems such as timekeeping procedures, payroll and personnel issues, alternate range applications, merit issue complaints, and out-of-class claims. Maintains good working relationships with internal and external customers including control agencies; the State Personnel Board (SPB), State Controller’s Office (SCO), California Department of Human Resources (CalHR), CalPERS and the Department of Finance (DOF). Upon direction and guidance of the Office Chief, prepares written responses to inquiries from both public and private entities. May act as a

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

project leader and coordinate the work of others in a task force or work study group.

Provide training feedback to students and/or supervisors. Research, coordinate, and facilitate special and on-site staff training sessions, act as host and prepare follow-up surveys. Review and analyze Training Evaluation/Feedback results and prepare post training evaluation/analysis including recommended improvements. Reviews staff training needs, enrolls, maintains and tracks training database to ensure training needs are met.

20% E Serves as the Training Coordinator for the Office of Transactions Services (OTS), Division of Human Resources (DHR). Tracks and ensures that OTS training needs are met. Maintains training records, and functions as the training contact between OTS and the SCO, CalPERs, CalHR and training vendors. Maintains an excellent working relationship with control agencies, Office staff, OTS staff and DHR staff.

Assists in the development of a training program to impart or enhance the technical skills of Office staff. Acts as an expert resource for supervisors to resolve their staff's training needs. Facilitates the development of training plans for all Transactions staff in co-operation with all levels within the OTS.

15% E Work independently or as a team, collaborate with subject matter experts, supervisors and managers to gather training subject information and input, capture work processes and requirements, and ensure that training is accurate and relevant. Research applicable laws, rules, government codes, departmental policies and procedures, control agency requirements, etc., and ensure training modules, job aides, procedures and information on the DHR website are updated and are in compliance. As necessary to develop training, identify OTS process inconsistencies, issues/concerns, and non-compliance with the legal requirements; report to management, and provide input and/or recommended actions to progress training procedure development.

10% M Identify and recommend staff development resource materials for the OTS Resources Library and DHR Website. Maintain the OTS Resources Library and OTS Training room; participate in work groups as assigned. Attend staff meetings and training as required; perform other related duties as assigned.

10% M Provides information to outside entities Victims' Compensation Government Board Claims (VCGBC) and Labor Commissioner's Office.

5% M Participates on special projects and workgroups, and assist in completing special projects as directed. Research past practices and policies and evaluate projects to ensure departmental mission and goals are met.

SUPERVISION EXERCISED OVER OTHERS

None. May act as lead analyst.

ANALYTICAL REQUIREMENTS

Incumbent must be able to perform a professional level of analytical administrative line of work with a high degree of complexity to resolve administrative problems and make recommendations for an effective course of action. The incumbent must reason logically and creatively. The incumbent must consult and advise on a variety of subject matters and demonstrate a capacity for assuming increasing administrative responsibility.

Must grasp the essence of new information and master new technical and business knowledge. Must adjust rapidly to new situations warranting attention and resolution.

KNOWLEDGE AND ABILITIES

Knowledge of State Personnel Board and California Department of Human Resources laws, rules, policies, and practices; State Controller's Office automated payroll and ACAS system; the Department's automated time reporting system (Staff Central); and leave accounting system.

Ability to effectively interpret civil laws and rules and various personnel manuals from SCO, CalPERS, and CalHR as well as Departmental procedures and bargaining unit MOUs. Must have skills and ability to utilize computers to perform word processing, develop spreadsheets, create and update databases, including Microsoft Word, Excel, and FileMaker Pro. Ability to speak and write effectively; analyze situations accurately and take effective action.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Office of Transactions Services. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality personnel and payroll-related services to internal and external customers.

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 work with all levels of Caltrans staff and management, consultants, private sector groups and representatives of State control agencies. Must work with others in a cooperative manner and demonstrate a positive attitude.

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 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 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