

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Analyst	DISTRICT/DIVISION/OFFICE 85 - Office of the Director	
WORKING TITLE Director's Office Analyst	POSITION NUMBER 900-085-5157-xxx	EFFECTIVE DATE

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 Chief of Staff in the Director's Office, a CEA A, the incumbent will be primarily responsible for processing and tracking correspondence using the Director's Office Tracking System (DOTs). The incumbent will be expected to assist in training staff on the new DOTs platform which is currently being developed by Information Technology. The incumbent will assist with quality control and expediting Director's Office correspondence and issue papers, constituent responses, and responses to requests for information from Governor's Office, Legislature, California State Transportation Agency (CalSTA), Federal Highway Administration (FHWA) and other external partner relations.

The incumbent will support the Chief of Staff in preparing for management meetings, FHWA-Caltrans Leadership Meetings and visits from foreign delegations. The incumbent supports the Chief of Staff by providing specialized consultation, in a complex work environment, for issues that could potentially have multiple departmental influences and affect Caltrans' primary mission. The incumbent works closely with the Executive Staff to provide guidance and advice in the development of accurate and comprehensive analyses and ensure good communication. (e.g., mandated reports, and analyses).

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% (E)	Process and track correspondence using the DOTs. Review incoming mail and determine how correspondence will be assigned and what type of response is needed. Advise staff statewide on DOTs protocol. Work with executive level support staff expediting DOTs assignments. Update DOTs technical manual when new policy and procedures necessitate. Develop sample template letters to respond with routine correspondence. Provide training as needed on the DOTs system. Prepare the weekly correspondence review binder for the Director and Chief Deputy Directors. Assist the Chief of Staff in development of the business process review of the correspondence tracking and DOTs

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

system. Coordinate with the Division of Information Technology when needed to discuss process improvements on the DOTs system.

- 30% (E) Assist in the day-to-day operations of the Office of the Director. Provide assistance with background research as requested in preparation for meetings, conferences, and events where the Director, Chief Deputy Director or the Chief of Staff are involved; prepare research and analysis of information and documents for the preparation of agendas or briefings for meetings and speeches for the Chief of Staff, Chief Deputy Director and the Director; ensure logistics are in place for Director's scheduled functions; review and determine whether documents reflect the Director's mission; prepare administrative reports and recommendations to the Chief of Staff, Chief Deputy Director and the Director.
- 20% (E) Assist the Chief of Staff with implementation of special programs such as the California State Employees Charitable Campaign, Sacramento Chapter of the American Heart Association, California State Employees Food Drive and other campaigns that the Department participates in. Support the Chief of Staff, Deputy Director and Director in other special assignments that relate to active partner organizations. Provide assistance to the Chief of Staff on the Out of State Travel blanket management, maintenance of services and equipment as well as contracting and procurement for the Director's Office.
- 20 % (E) Expeditiously ensure constituent questions and requests for action from external entities are handled appropriately within Caltrans. Assist Chief of Staff with other duties as assigned including constituent emails; reception support; preparation of Bi Weekly Report; and coordinate foreign visitor delegations. Ensure Director, Chief Deputy Director and Chief of Staff have necessary agendas and background material for monthly Director's board meetings.

SUPERVISION EXERCISED OVER OTHERS

Incumbent does not supervise staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must have a complete knowledge of the organization, policies and procedures of Caltrans. The incumbent must have knowledge of State and federal laws that govern Caltrans.

The incumbent must have the ability to work in a team environment, be open to new and different ideas and opinions, and have the capacity for creative thinking and problem solving. The incumbent must demonstrate effective oral and written communication skills.

The incumbent must quickly analyze complex problems and propose solutions, including a plan to achieve those solutions. The incumbent must possess the ability to collect, develop, categorize, maintain, and summarize information to present clear and concise correspondence, reports, and technical

documents.

The incumbent must have the ability to multi-task, manage simultaneous projects with short deadlines and deliver quality products.

The incumbent must be able to maintain a high level of confidentiality.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Decisions and actions at this level affect Caltrans and the Director's image and the ability to produce the desired results. Good judgment, tact, and the ability to communicate effectively are expected of the incumbent. Errors will have a significant impact on the internal and external operations of the Department.

PUBLIC AND INTERNAL CONTACTS

Maintains communication with all levels, including executive management. Districts and Programs within the Department, public and private agencies, and special transportation interests external to the Department, including federal and State legislators, staff of the Governor's Office and CalSTA.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Physical requirements for this position include the ability to sit for long periods of time using a telephone, computer keyboard, mouse and monitor. The work may occasionally require bending, kneeling and minor lifting.

Mental requirements for this position include the ability to multi-task, to adapt to changes in priorities, and to complete tasks or projects on short notice. The position requires the ability to organize and analyze large volumes of data and information.

Emotional requirements for this position include interaction with many individuals and the ability for employees to work together in a cooperative manner. You will have to consider and respond appropriately to the needs, feelings and capabilities of different people in different situations. You will have to adapt your behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

WORK ENVIRONMENT

You will be required to work hours necessary to interact with others in order to complete your tasks. You will work in a climate-controlled office under artificial lighting and will use a telephone, computer keyboard, mouse and monitor to complete your tasks.

Incumbent will work in a climate-controlled office under artificial lighting using a keyboard and video display terminal. Occasional travel may be required.

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).

Please Print:

EMPLOYEE'S NAME

EMPLOYEE'S SIGNATURE DATE

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

SUPERVISOR'S NAME

SUPERVISOR'S SIGNATURE DATE