

**CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Analyst (General)	DISTRICT/DIVISION/OFFICE D20/Information Technology/Management Support Office	
WORKING TITLE Building Operations/Facilities Coordinator	POSITION NUMBER 900-170-5157-924	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. The Department of Transportation 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 supervision of a Staff Services Manager I in Information Technology's Management Support Office, the incumbent primarily functions as the Building Operations/Facilities Coordinator for Information Technology (IT). In addition, the incumbent serves as the IT Security Badge Coordinator, Health and Safety Coordinator, and Reasonable Accommodation/Worker's Compensation Facility Coordinator. This position is expected to continually enhance our customer's experience by implementing, utilizing and monitoring proven customer service practices.

TYPICAL DUTIES:

E - Essential
M - Marginal

- 55% (E) **Building Operations/Facilities Coordinator:** Manage and coordinate facilities and space issues (i.e., modular furniture, moves, phone moves, furniture moves) for 300+ headquarter (HQ) IT staff. The incumbent will attend meetings as needed and report to Management and ancillary staff as appropriate. Maintain and update floor plans. Independently review, research and analyze space issues prior to submitting recommendations for resolution to management. Incumbent acts as IT's Facilities Coordinator working closely with the Building Manager's Office to report, track and follow-up on building issues such as air conditioning and heating malfunctions, lighting, plumbing, electrical problems and request replacement or repair of office fixtures. The incumbent schedules furniture moves, coordinates building enhancements such as painting and carpet installation, and modular furniture installations. The incumbent also works with IT Division Chiefs in the area of space planning to ensure adequate space is allocated to each office, including keeping records of what workstations are assigned to which office and updating space allocation as needs arise.

- 20% (E) **IT Security Badge Coordinator:** As the IT Security Badge Coordinator, coordinates photo identification (ID) badge/building access cards with HQ Operations Security for HQ IT employees and areas, and reports security hardware and access card problems to HQ IT Security. Reviews and approves Sacramento HQ ID Badge Building Access Control Card Requests for HQ IT employees including retired annuitants, consultants, and student assistants. Serves as coordinator for photo ID renewals. This involves monthly review of lists sent by HQ Operations Security to verify HQ IT staff requiring new photo ID's and distributing photo ID badges issued by HQ Operations Security.
- 15% (E) **Health and Safety Coordinator:** Manage and coordinate the Health and Safety areas for IT. Coordinator performs the duties of emergency response and first aid coordination. Incumbent will maintain an emergency plan for IT staff, coordinate response team safety meetings, and coordinates and directs the activities of all staff during an emergency which will also involve acting as the liaison with the Fire Department, State Police and the Building Manager's Office. Incumbent will maintain rosters of the members of the Emergency Response and First Aid teams.
- 10% (M) **Reasonable Accommodation/Worker's Compensation/Ergonomic Facility Coordinator:** Incumbent acts as IT's Reasonable Accommodation, Worker's Compensation and Ergonomic Coordinator assisting and advising IT employees/supervisors on these issues and acts as the liaison between IT and the Office of Safety.

SUPERVISION EXERCISED OVER OTHERS:

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

Knowledge of: Knowledge of customer service and customer support principles and methods is a must. Knowledge of the principles, practices, and trends of public and business administration. Knowledge of ergonomic requirements, laws, rules, policies and procedures for accommodating Worker's Compensation claims. Knowledge of the Department's IT environment and IT business needs is desirable. The incumbent must possess strong organizational, analytical and interpersonal skills. Must be flexible to change, be able to handle multiple projects at one time, prioritize work accordingly, and demonstrate a proven ability to work effectively in a fast-paced environment.

Ability to: Communicate effectively verbally and in writing; prepare and maintain records and reports; establish and maintain effective working relationships with peers, management and vendors; follow written and verbal instructions; use Word, Excel, and PowerPoint to develop high quality documents and presentations; analyze, interpret, and make sound recommendations.

Analytical Requirements: The incumbent will have a great deal of latitude to be creative and to influence how administrative services are provided to and welcomed by IT staff. The incumbent

