

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
STAFF SERVICES ANALYST	04/ADMINISTRATION/BUS MGMT/CLAIMS	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
CLAIMS OFFICER	904-051-5157-XXX	01/23/2015

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:

In the Claims Branch under the direction of the District Claims Officer, a Staff Services Manager I, the incumbent will perform tort claims analysis, Small Claims court defense, and the management of claims database and office expenditures.

TYPICAL DUTIES:

Percentage		Job Description
50%	E	Reviews and recommends action to be taken on tort claims that occur in the District, whether pending before the State Board of Control or filed directly with the District Claims Office. This involves analyzing allegations and the facts provided by the functional units to determine whether the claim should be approved for payment, "tendered" to the appropriate contractor involved, or rejected. Examines various reports provided by functional units applicable to allegations. Applies and interprets appropriate California Government Codes to losses to properly determine liability. Finalizes decisions made on claims involving with various road hazards (potholes, road defects, cones, construction debris, etc.) and Caltrans personnel.
20%	E	Oversees the assignment of claims through management of the Claims Office database. Updates and administers voluminous database of claim files. Analyzes and resolves potential issues affiliated with the claims process. Processes claims for payment through Budgets and Accounting.
10%	E	Represents the District in Small Claims court, which involves reviewing the case history, obtaining witnesses, and appearing in court. Claimed damages include personal property.
10%	E	Reviews and handles subpoenas and requests for public records.
10%	M	Manages and audits purchases of supplies and equipment. Scrutinizes and assesses office-related expenditures.

¹ESSENTIAL 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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The duties of this position require excellent analytical and communication skills along with a working knowledge of administrative skills, including office methods, supplies, equipment, and procedures.

Incumbent must possess the ability to independently prioritize assignments, analyze facts of loss and correspondence, and diplomatically interact with staff and members of the public. He/she must also be able to compose letters or reports professionally by utilizing a wide knowledge of vocabulary, grammar, and spelling. He/she must understand and carry out directions following minimum explanation; analyze situations accurately and take effective action.

This position requires regular sensitive public contact.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Not providing adequate administrative and analytical support and maintaining a high level of interpersonal communication skills could reflect poorly on the integrity of the Department and may result in court delays along with significant legal and monetary sanctions.

PUBLIC AND INTERNAL CONTACTS

Incumbent will be required to engage in considerable public and interdepartmental contact in the form of telephone calls. These contacts will be from the general public, Headquarters, and other governmental agencies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time using a telephone, keyboard, and monitor. Mental and emotional requirements are those associated with working in a busy office, and in dealing with members of the public who have or may want to file a claim for damages against the Department.

WORK ENVIRONMENT

Incumbent will be required to work within the confines of a cubicle on the 15th floor of a temperature controlled, artificially lit building. He/she will also be required to travel to various courts in the 9 Bay Area counties.

I have read, understand and can perform the duties listed above. (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 (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE