

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE STAFF SERVICES ANALYST	OFFICE/BRANCH/SECTION D07 / EXTERNAL AFFAIRS	
WORKING TITLE Staff Services Analyst	POSITION NUMBER 907-003-5157-xxx	EFFECTIVE DATE

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 a Staff Services Manager I, Public Affairs Manager, the Staff Services Analyst takes the lead in organizing, developing, tracking and overseeing executive staff correspondences and executive office operations. The Staff Services Analyst also performs a wide variety of analytical duties including budgeting, fiscal control, contract analysis and monitoring, and Division procurement. The Staff Services Analyst is also the authorized telecommunications representative, tracking cell phone usage, billing and replacement for the Division of External Affairs.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
25%	E	Create and develop a Task Management filing system on a shared database for Public Information and Media Affairs management staff. Oversees task tracking, organization, archives correspondence reports, DOTS, and District projects files. The SSA will be responsible for ensuring that all internal and external documents that are associated with the office of Public Information and Media Affairs are managed under this new tracking system.
25%	E	Analyze Division budget requests from funding programs for accuracy, completeness, and integrity; interprets expenditure data, keeps management informed of the district/division progress in managing its budget. Access EFIS (Enterprise Resource Planning Financial Infrastructure) for information; generate reports pertaining to allocations and expenditures of Division budget and funding levels. Advises managers and budget representatives on the preparation of their budget; recommends adjustments to Division management when policy, operation or program changes dictate changes in budgetary requirements. Maintain and review the Division Person on Board Equivalent (POBE); on a specified day of each month generate POBE spreadsheet of all Division employees and programs which fund the positions; update Division Activity Plan and organization charts, reconcile with monthly updated POBE worksheet and deliver these reports to Division Managers and District Budget Office. Maintain and develop reports to make recommendations to Division management pertaining to the Division's Operating Expenditures, Personnel Dollars, Overtime, Temporary Help and Student Assistant Budgets. On a specified day each month collect data from the Division, input to the spreadsheets and deliver graphs and charts of expenditures to Division managers and District Budget Office. Prepare Monthly Operating Expenditure and Personnel Service Dollar reports for each program budget that funds Division.
25%	E	Primary Cal-Card holder for External Affairs, responsible for purchasing and processing purchase order invoices in accordance with the E-FIS system under guidelines established by Division of Procurement. Develop, maintain, and oversee centralized office supplies. Responsible for writing specifications and requests. Research and contact specialized vendors, write and obtain bids and estimates for materials and services provided by outside vendors. Maintain Division equipment inventories and may recommend and procure equipment for the Division.
15%	M	Authorized Telecommunications representative. Order all equipment, repairs and review of monthly charges of all cell phones assigned to the Division. May research/recommend upgrades.
10%	M	Serve as lead person over Executive Office support staff. Responsible for developing a back-up schedule to the Office Technician utilizing Executive Assistants in rotation of coverage. Ensures sensitive phone calls are tracked, logged and receive follow-up.

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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The Staff Services Analyst does not supervise; however, may act as lead over Executive Office support staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge:

- a. Modern office methods, supplies, equipment and computer operating systems.
- b. Principles of public and business administration, including public information channels and methods, correspondence formats and procedures.
- c. Principles and techniques of establishing and maintaining positive and effective community relations and customer service.

Abilities:

- a. Work tactfully and cooperatively with both staff and the public.
- b. Speak and write effectively.
- c. Maintain composure under stress and pressure.
- d. Make mathematical calculations, compose clear reports and keep records.
- e. Multi-task, adapt to changes in priority and complete tasks with short notice.
- f. Research, write, edit and prepare responses to the public, news releases, newsletter articles and fact sheets.
- g. Be highly organized.
- h. Be proactive on follow-up correspondence.
- i. Work individually and as part of a team.

Analytical Requirement:

- a. Analyze problems and develop an effective course of action, reason logically and creatively.
 - b. Analyze data and present ideas and information effectively.
 - c. Analyze and resolve invoices and purchase orders.
 - d. Analyze information flow and develop tracking, follow up and archives.
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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Lack of tact and poor judgment can result in loss of credibility for the Department to internal and external stakeholders. Failure to provide accurate information may result in the Department or District's activities being inappropriately reported to the public and media. Lack of adherence to purchasing requirements can lead to delays in procurement of tools necessary for efficient operations of the division and hinder the work of other External Affairs units.

PUBLIC AND INTERNAL CONTACTS

Public contact with both external and internal customers. Internal customers include members of the Executive Staff, office chiefs, and other District staff. External may include media, elected officials/representatives, business leaders or the general public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for long period using a keyboard and video display terminal. Overtime may be required, vacation may be subject to restriction during peak times, emergencies or when special events are scheduled.

Must remain calm under pressure, deal with irate citizens and effectively handle stress.

Must be neat, detail oriented and very organized.

Must be open to change and new information and be able to recommend solutions. Adapt behavior and work methods in response to changing information, conditions or unexpected obstacles.

WORK ENVIRONMENT

Primary work area is with the Caltrans District 7 office located in downtown Los Angeles. Employees may be required to travel to field location throughout Los Angeles and Ventura counties to perform work requirements.

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

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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