STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Service Analyst	D7, Traffic Operations/Office of Business Management	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Staff Services Analyst	907-350-5157-xxx	

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 general direction of the Staff Services Manager I, the Staff Services Analyst performs a wide variety of technical and complex reports and analysis for the Division of Traffic Operations. Incumbent is responsible for providing service to the Deputy District Director, Division of Operations and Office Chiefs.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	Serves as the Red Folder Coordinator (RFC) point of contact for the Division of Traffic Operations on all administrative issues assigned by the executive management. Requires research and analyzing complex and sensitive issues and prepares concise written reports that clearly identify legislative issues, with relevant background. The incumbent will assist the Deputy District Director in closing out actions items of interest to the division, and coordinate cross-functionally and across division to ensure that issues of interest to HQ /district executive management and the legislature are resolved in a comprehensive and timely manner. As the office representative RFC, will require to assist other offices in conducting investigations and/or researching areas for resolution in written response on behalf of the Division. Will establish, implement and monitor, a tracking system for confidential and sensitive issues to ensure timely responses and action. Will coordinates and communicate with lead engineers in order to capture all required business need and administers all external and internal correspondence. Division liaison to External Affairs regarding public inquiries and legislative bill analysis. Accountability for completeness and accuracy of information to the Division of External Affairs. Ensures actions items correspondence received from politicians and community members that require a direct response from Division of Traffic Operations are reviewed, analyzed and prioritized for completion. May be required to provide a direct response in a written format or phone call on behalf of the Division to elected officials, local agencies, and/or other business entities. Will take initiative using completed staff work to resolve issues, research areas for information solution, collect data and compose written responses for the DDD's signature.
25%	E	Assist the Training unit as a liaison between the District's Office of Skill Development and the Division of Traffic Operations which includes the duties of disseminating information for upcoming training courses to Office Chiefs. Work with Learning Management Systems (LMS) as a session Administrator/Coordinator to schedule training sessions and certify employee completion of all mandated courses. Suggesting system enhancements and business process improvements to the LMS Business Analyst in an effort to continuously improve LMS.
20%	E	As a Cal card holder, is responsible for overseeing and processing Standard Requisitions (RQS) for the Office of Business Management with access to Enterprise Financial Infra-Structure (EFIS), Info Advantage when ordering and preparing invoices, accounting documents for contracts,and pay bills and credit card charges for the division. Maintains necessary files and or records for the unit. Run specialized reports using DataLink as assigned by the Staff Services Manager 1.

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5%	M	Assist in the maintenance of the Division library and research materials; responsible for maintaining and updating applicable manuals, District Policies and Procedures within the Division to be used for ready-reference. will assist with executive reception and public counter as needed. File Traffic Collision Reports received from Headquarters into route order and put in route organizer shelves.

[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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have thorough knowledge and understanding of the formal and informal aspects of the legislative process. The incumbent must be sensitive to the political and personal needs of legislators regarding individual biases, constituents, and interest groups. The incumbent must be familiar with the political and sensitive legislative transportation issues facing the Department. The incumbent must be able to independently analyze complex issues and make recommendations regarding recommended positions on legislation.

The incumbent must have a thorough understanding of the Department's organizational structure and the relationships between various functions in Headquarters and the Districts and be knowledgeable of the Department's mission, goals, and programs.

The incumbent must have the ability to effectively coordinate with various levels of management and staff, both in person and through written and oral communication. Must have the ability to develop and maintain effective working relationships and work cooperatively with others and to respond to inquiries from Caltrans management and internal and external customers in a timely and effective manner.

The position requires excellent oral and written communication skills. The incumbent must have the ability to communicate effectively, both orally and through written correspondence, with staff at all levels within the Department, and other internal/external customers in a timely and effective manner. The incumbent must have the ability to make oral presentation and competently represent the Department with internal and external stakeholders.

The incumbent must be able to independently analyze, summarize, and brief management on complex issues. The incumbent must have strong critical analysis skills and be able to guide ad hoc task forces consisting of staff at all levels through complex, sensitive issues. The incumbent must be able to assimilate and evaluate input from various sources, develop alternative courses of action and make objective recommendations.

The incumbent must have the ability to develop cooperative working relationships, reason logically and creatively and utilize a variety of analytical techniques to resolve complex legislative issues. Must have the ability to work with minimum direction and supervision, to initiate action independently and handle multiple assignments simultaneously.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent works as a primary contact for legislative member and staff. Poor judgment, timeliness, or inadequate preparation could lead to conflict with legislators, their constituents, or their staff and could leave the Department vulnerable to legislative scrutiny and criticism; or unnecessary conflict with an individual legislator; interest group; or other state department. Failure to remain informed on issues of interest, inadequate preparation, or poor communication skills could result in poor articulation of the Departments' public policy, embarrassment for the Department, and cause unfavorable media coverage and possible reaction from the State Legislature or Governor's Office, affecting departmental credibility.

PUBLIC AND INTERNAL CONTACTS

The Staff Service Analyst confers with all levels of Management and staff in District 7 and Headquarters.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video Display terminal. Must be tactful and diplomatic in daily contacts with employees and the public.

WORK ENVIRONMENT

The SSA will work in a climate-controlled office under artificial lighting.

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