

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE STAFF SERVICES ANALYST (GENERAL)	OFFICE/BRANCH/SECTION 07/MAINTENANCE/EAST REGION	
WORKING TITLE EAST REGION OPERATIONS ANALYST	POSITION NUMBER 907-640-5157-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 general supervision of Caltrans Maintenance Manager II (MM II), the incumbent will perform a wide variety of analytical services in support of District 7 Maintenance - East Region. Recommends and participates in the development of Region budget, and provides fiscal control and accounting support. Conducts studies of organization and budgeting procedures. Assists the MM II, Caltrans Maintenance Manager I (MM I), and the Region Contract Manager with the development of specialized reports and data analysis. This position serves as the Region Training Coordinator. Other duties include tracking Maintenance Service Request (MSRs), back-flow certification, and other tracking as needed. The work week is Monday through Friday from 7:30 a.m. to 4:00 p.m. May be loaned to other cost centers.

Duties include, but are not limited to:

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
45%	E	The incumbent will research, analyze, and evaluate information including reports, charts, spreadsheets, and databases to prepare budget documents and monitor the budget for the East Region. Maintain budget allocations and region expenditures to advise region management on all aspects of budgeting including potential budget issues and make recommendations for resolving allocation problems. The incumbent will ensure that budget proposals are complete and in conformance with current budget requirements, ensure that required documents are submitted appropriately, and maintain records of budget allocations and Region expenditures. Review budget requests and make adjustments according to budget constraints and in accordance with administrative policy. The incumbent will develop, prepare, and monitor monthly and quarterly reports using Enterprise Resource Planning Financial Infrastructure (EFIS). The incumbent will utilize Integrated Maintenance Management System (IMMS) to review the proper documentation of labor, materials, and complaints.
25%	E	As the Training Coordinator for the Region, serve as liaison with District Training Coordinator, Headquarters training staff, and outside vendors and contractors. Review and process training requests to ensure compliance with departmental training policies and regulations, develop and coordinate presentation of orientation training packages for field personnel, prepare training guidelines for "on-the-job" training, and train field and office staff as needed. Monitor and determine employee training needs using the Learning Management System (LMS). Register students, enter registrant data into LMS and submit to Headquarters for approval, and subsequently confirm attendance to ensure course credit is received. Review all region employee training for compliance of mandated training requirements.
15%	E	Provide assistance to Region Management, MM II, MM I, and Contract Manager as needed including but not limited to assisting in public inquiries, researching complicated/difficult public inquiries, and responding in writing to such inquires. Prepare informational documents for distribution to staff, compose and send emails to appropriate staff regarding policies, procedures, deadlines, and other needed information. Assist in research and writing of letters to political/government/public (red folder) entities which request services and/or information, and/or document complaints.
15%	M	Perform MSR, back-flow certification, and other tracking tasks. Will track/monitor required documentation for completion of MSR complaints. Tracking will include date complaint was initiated and completed, MSR system input, and tracking MSRs that haven't been completed in a timely manner. Documentation of MSR request to field supervisor will be on-going and routine follow-up will be needed to ensure a rapid response and documentation of MSR. Back-flow

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certification tasks: incumbent will track, request, and document all back-flow certifications for the region. This will include contacting contractor for scheduling of certifications and repairs of back-flows and communicating with water companies to address issue of service and usage. The incumbent will also handle all required equipment tagging and inventory of such equipment for the region.

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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Analyze administrative problems and independently adopt an effective course of action; reason logically and creatively; consult with and advise administrators and other interested parties on subject matter within the area of assignment; develop and implement new and revised methods and procedures; establish and maintain cooperative working relationships; analyze data; present ideas and information effectively; has the ability to resolve complex administrative or governmental problems; coordinate the work of others; act as a team leader; ability to use computer applications such as Outlook, Word, Excel, Access, PowerPoint, EFIS, and IMMS.

The incumbent must be able to identify problems and issues, develop and compare alternatives, and provide sound guidance to management.

- . General knowledge of data analysis and processing; in-depth knowledge of computer usage, development of usage, word processing and spreadsheets
 - . Knowledge of the Departmental Administrative process
 - . Knowledge of budget and accounting processes
 - . Reason logically and creatively to resolve complex problems
 - . Develop and evaluate alternatives
 - . Analyze data and present information effectively in both written and oral formats
 - . Effective interaction with managerial and professional staff
 - . Gain and maintain the confidence and cooperation from others
 - . Independently evaluate and implement policies and procedures
 - . Effectively manage time while performing a variety of functions
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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will be responsible for performing work in an accurate and timely manner by establishing priorities and exercising good judgment. Consequence of error or inability to perform in any aspect of responsibility could cause the expenditures of various funds not to be budgeted and may have adverse effect on the East Region's ability to meet the requirements of the District's mission, vision, and goals.

PUBLIC AND INTERNAL CONTACTS

This position will have extensive contact with personnel in Headquarters, District upper management, and staff. There is also some contact with the general public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent is required to operate a personal computer Workstation and various software applications, filing, phone communications, and other office-related duties. He/she should be able to concentrate, analyze the situation at hand, and respond appropriately in a busy office environment. He/she may be required to handle several issues at a time and should be able to prioritize tasks as necessary. He/she must grasp technical information, formulate effective strategies to implement new technology, and foster a work environment that encourages creative thinking and innovations. The incumbent should be able to develop and maintain cooperative work relationships and should have the ability to handle all work-related relationships with internal and/or external contacts in a professional and courteous manner. This position may require travel for State business.

WORK ENVIRONMENT

The base of operation will be in the Maintenance East Region office. While in the office setting he/she will be working in

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a climate-controlled environment with artificial lighting. Multi-floor buildings are equipped with elevators and stairs. Work environment includes constant interaction with a diverse group of customers and co-workers. This position may require sitting for long periods of time at a keyboard. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete regular work assignments.

This position requires some travel throughout the assigned area in addition to occasional travel to other parts of the District and elsewhere in the State.

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