

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE STAFF SERVICES ANALYST (GENERAL)	OFFICE/BRANCH/SECTION 08-399 ENCROACHMENT PERMITS	
WORKING TITLE ENCROACHMENT PERMITS SSA	POSITION NUMBER 908-399-5157-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 supervision of the District Permit Engineer, a Senior Transportation Engineer, the incumbent is assigned as District 8's Encroachment Permits SSA. The SSA provides analytical services for operating expenditures. Will independently evaluate all permit packages to ensure completeness, assign accurate Permit Number, and perform the initial administrative review process. Manage permit database. Analyze data and develop reports as requested by the Department. Collect or refund permit fees to applicant, complete and close permit files at the end of permit processing as appropriate. Analyze the Permit Office operations and make recommendations to improve permits process and efficiency.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Independently reviews new and revised permit packages submitted by applicants. Determine if complete and provide preliminary comments if needed before accepting the package over the counter, by mail, email, or fax. Assign Permit Numbers; make a determination as to the Permit Type and Post Mile by analyzing the scope of work on engineering plans and application. Upon completion of analysis, enter data accurately into the Encroachment Permit Management System (EPMS) database. Collect and secure checks received from applicants and permittees. Process permit fee payment using fee sheets and deposit the checks at the District Cashier's Office. Provides consultation and/or information to applicants regarding Department's policies and procedures governing permit applications, and the status of their application in progress.
15%	E	Analyze and distribute all filming requests to the permit engineers for further processing. Tracks and monitors the requests to ensure requests related to District 7 are responded to in a timely manner. Corresponds with District 7 filming coordinators on filming permit inquiries. Provides research and assistance to public affairs on public requests, and to legal support staff on record requests.
15%	E	Writes, compiles, tabulates, and analyzes data found in database and provides reports to the Department as needed. Identifies issues and/or barriers on permit application and advises applicant of the changes and requests additional documentation, engineering plans, and/or payment. Monitors status of the permits as they move through various Caltrans functional divisions and headquarters. Provides reports to departmental staff regarding the status of existing application packages and ongoing permits. Keeps the database entry current and updated for ease of tracking and for audit purposes. Evaluates the effectiveness of the database and advises the department of recommended changes that would enhance the permit process.
10%	M	Perform administrative tasks by using EPMS and Microsoft Excel software on an electronic keyboard for tracking and record keeping; and by using other computer software used to input and retrieve permit application data, retrieve historic permit data from microfilm library, prepare correspondence for Tort Liability Claims; monitor and analyze the database, and prepare various workload/productivity reports.
10%	M	Provides backup coverage to clerical workers when the Office Technician staff are absent and/or as warranted by workload. Duties may include but are not limited to mail, logs and date stamps all correspondence; answering phones, typing correspondence, preparing letters for the release of payment and performance bonds to the surety companies and the permittee, transmits progress and final billings to Headquarters (HQ) Accounting for invoicing or processing refund; organizing, processing, and packaging the closed-out permits to be picked up by vendor for microfilming. Procurement of all equipment, materials, and supplies for the Permit Office. Obtains price quotes

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and/or vendor bids for purchase or repairs of items needed in daily operation. Ensures all documentation is correct and is submitted to Accounting Service Center.

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

The incumbent must understand the permit process. Working with minimal supervision is essential for the effective operation of the Permits Office. The incumbent must have knowledge of principles and practices of general business management, modern methods of public and business administration including organization, fiscal and personnel management, training, administrative analysis, and budgetary procedures.

Must have strong working knowledge of computer applications and software such as EPMS and Microsoft Office (Excel, PowerPoint, Word, Outlook). Must be able to use a computer to produce spreadsheets, graphs, charts, reports, etc., develop files and records, and manipulate information.

Ability to reason logically and creatively, and utilize a variety of analytical techniques. Develop and evaluate alternatives; analyze data and present ideas and information effectively, both verbally and in writing; interpret and apply rules and procedures. Consult and advise all levels of management on a wide variety of subject matter effectively and diplomatically; ability to read and interpret charts and graphs.

Requires knowledge and understanding of the Department's purpose, organization, policies, procedures, goals, and objectives.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in processing the application may result in delay and problems with the permit applications. Incorrect data entry may result in over payment or under payment which affects the integrity of the Department or causes a monetary loss to the State, respectively.

PUBLIC AND INTERNAL CONTACTS

Has extensive daily contact with the general public, other governmental agencies, utility companies, field inspectors, engineers, and vendors in person, via phone, email, letter, and fax.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. Requires occasional bending and stooping.

Mental Requirements: Sustained mental acuity is needed for problem solving and analyzing. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize documents. The incumbent must be able to concentrate in order to review and analyze spreadsheets and meet deadlines.

Emotional Requirements: The Unit requires interaction with many people. Work with others in a cooperative manner. May be subject to and must have the ability to handle irate public in a calm and polite manner. Must have the ability to resolve emotional issues reasonably and diplomatically. Must be able to adjust rapidly to new situations warranting attention and resolution. Value cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT

The workspace is located in the basement of a building in a climate-controlled office under artificial lighting with no windows to the outside. Due to periodic problems with heating and air conditioning, the building temperature may fluctuate. Overtime may be required and vacations may be restricted during peak times.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable

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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