

**POSITION DUTY STATEMENT**

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE <b>STAFF SERVICES ANALYST</b>	OFFICE/BRANCH/SECTION <b>08-601 MAINTENANCE SUPPORT</b>	
WORKING TITLE <b>DAMAGE TEAM &amp; EOC ASSISTANT</b>	POSITION NUMBER <b>908-601-5157-XXX</b>	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 general supervision of a CT Maintenance Manager, the Staff Services Analyst performs a wide variety of difficult non-supervisory assignments in the Maintenance Support Branch. The incumbent will work closely with the Damage Team and is a member of the Emergency Operations Center (EOC). The incumbent will work individually and as a team member, and may oversee the work of others. Will be expected to consistently exercise a high degree of initiative, independence and originality in performing the assigned tasks. The normal workweek is a 9/80 work schedule Monday through Friday one week (44hrs) and Monday through Thursday the next week (36hrs).

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	
50% E	<b>DAMAGE TEAM</b>

The incumbent will work with and provide backup to the D8 Damage Team Coordinator in researching and analyzing data in the Integrated Maintenance Management System (IMMS) regarding damage recuperation. Work orders, Service Requests and Accident Logs will be analyzed to determine if all the Maintenance labor, equipment, materials, non-IMMS staff charges, Hazmat Manager reviews and contractor charges are captured appropriately for future use in third party billing. Incumbent is responsible for researching incidents occurring on the state highway system within District 8 by reviewing and analyzing numerous data sources; Service Requests and Work Orders in (IMMS), CHP, Sheriff and Local Law Enforcement Accident Reports, Duty Pages from D8 Traffic Management Center and customer complaints from the Maintenance Service Request (MSR) system. The Incumbent will evaluate, and analyze damages caused to state property by the motoring public, emergency response by State Maintenance Forces and remediation efforts by Caltrans Maintenance Staff and Caltrans Service Contractors to match all the emergency response, traffic control, hazardous materials and Storm-water remediation, inspections, temporary and permanent repairs to a responsible third party. The incumbent will further investigate when the damage cannot be matched to a responsible third party by requesting and reviewing data from CHP Computer Aided Dispatch (CAD) to determine if the incident occurred on or near the date and location of damage.

The incumbent will communicate with field Maintenance, Bridge, Electrical, Tree, Guardrail, Landscape, Sign, Stormwater and Special Programs staff to obtain additional data to determine that all charges have been captured and assigned to appropriate third party for resource recuperation billing. The incumbent will create and/or modify data and comments on IMMS service requests, work orders associated with repairs to damaged state property based on information obtained from various sources, and will process documentation regarding damage to State property and the billing process. Will coordinate with the supervisors and the Accounts Receivable division to assure responsible parties are billed for damages to State property. Incumbent will work with insurance companies for restitution of costs of Maintenance Emergency Response and costs of repairing accident damage.

The incumbent will also provide letters to outside entities regarding damage and repair status. Will work with , local CHP, Maintenance Dispatchers and Traffic Operations. Works with field supervisors regarding damaged property in their areas; works with D8 IMMS Coordinator, Hazmat Managers, IMMS Headquarters regarding IMMS accident log system; and help train staff on the third party billing process and accident log creation. Perform analytical evaluations of CHP, Sheriff

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and local law enforcement accident reports, damage repairs reported in IMMS Service Requests and Work Orders to ascertain if all costs have been completed correctly and linked to the parent Service Request. Create Accident Logs in IMMS and validate them once all response and repair work has been completed and linked in the IMMS system after supervisors confirm repairs and remediation has been finalized. Maintain various logs and files to monitor the process, including accident log file system, no charge file system and pending charge file system.

30% E

### PERSONNEL SERVICES & GENERAL OFFICE SUPPORT BACKUP

The incumbent will provide backup to the Personnel Service Coordinator and administrative services for the Maintenance Support branch. Assists with analyzing staff workload of the Maintenance Support team and recommends new and/or revised office methods and procedures. Evaluate Personal Action Request Forms by following established guidelines by determining the required documents/correspondence relating to each package is complete and secured for audit purposes. Evaluate and analyze staff's ability to accurately complete requests for bilingual pay, out of class assignments, post and bid transfers and leave of absence requests. Reviews separation clearance checklist forms for employees, retiring or transferring to other units, maintaining and reviewing Maintenance division organizational charts for completeness. Processes documents through the District Resource Management Office and the Southern Personnel Service Center, keeping track of each package to ensure documents are flowing through the system as efficiently as possible. Making presentations at weekly Superintendent meeting and keeping them updated on PARF status, schedules interviews, makes telephone contacts and advises candidates with paperwork relative to filling positions.

15% E

### EOC - EMERGENCY OPERATIONS ASSISTANT

The incumbent is a member of the Emergency Operations Center (EOC) and will be expected to respond during emergency situations and use independent judgment and initiative. Incumbent is required to train staff and practice in EOC drills. Incumbent will review and analyze the National Incident Management System (NIMS), the Standardized Incident Management System (SIMS) & the Incident Command System (ICS) training and qualifications for all D8 Maintenance staff to ensure staff are ready for any of the various emergency situations that might arise. Incumbent will communicate directly and continuously with field supervision, the D8 Training Coordinator and the Emergency Operations Coordinator to evaluate new and future readiness training and needs. Will help write and distribute the District Emergency Operations Plan. Incumbent will work directly with D8 Maintenance Management, Training Coordinator and field Maintenance Staff on a continual basis to gather, analyze information, and make recommendations regarding emergency preparedness. Incumbent will make purchases for EOC training centers. Will work closely with the Cal Card Visa Unit in the event of emergency, makes purchases with credit card and reconciles account in AMS Advantage. Prints statement of account (SOA) monthly in Info Advantage and submits for approval. Processes receiver (RC) documents. Periodically using the Learning Management System (LMS) to schedule staff training as needed.

5 % M

Will work in computer programs such as Integrated Maintenance Management System (IMMS), Electronic Fiscal Information System (E-FIS), INFO Advantage. The incumbent will operate a computer with word processing capabilities while generating various correspondences in technical and non-technical areas consisting of letters, memorandums, forms, reports and charts. Other computer applications will be used for cataloging and maintaining office files, records, reports and lists. May purchase supplies and equipment for Maintenance Support using Cal Card, RQS's, CT's, PO's and CPO's, preparing IT documentation as necessary.

<sup>1</sup>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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

No direct supervision is exercised. The incumbent may be assigned to oversee the work of others in the absence of a supervisor.

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## KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of maintenance operations, including materials, work methods and equipment used, and all aspects of the Integrated Maintenance Management System. Incumbent must have a working knowledge of the Emergency Operations Center and Incident Command System, including all forms and procedures. Requires knowledge of the principles and practices of general business management and modern office methods; working knowledge of computer applications such as Excel, Word and the internet; knowledge of the purpose, organization, policies and procedures of the Department.

The incumbent must have the ability to establish and maintain good working relationships; use tact and good judgment in dealing with the public; use and interpret reference material; and reason and analyze data effectively. Incumbent must have the ability to remain calm in stressful situations while working long hours.

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## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to make thoughtful and accurate decisions. Inattention to detail or failure to closely follow established procedures could result in monetary loss and embarrassment to the Department.

The incumbent works a part of a highly trained team during disasters and other emergency situations under pressure and for long hours. Inability to maintain composure, follow instructions and established procedures would effect the rest of the teams ability to provide services to the public and ultimately could result in loss of life, facilities and/or public trust.

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## PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent and regular contact with field supervision, and staff at the District Office and headquarters level; will have extensive contact with insurance companies, various local county and state agencies, and the public. Must conduct activities in a manner that projects a positive image of the Department, and its policies and goals.

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## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a keyboard, mouse and monitor, perform fine manipulation. Must be composed and articulate in meetings and on the telephone. Must be emotionally stable and be capable of performing several analytical and/or technical tasks concurrently, to function successfully under pressure in order to meet various deadlines and deal with emotionally charged issues. Will be required to bend, stoop and crouch while handling and filing reports. Will be required to move large quantities of files by lifting and carrying. The incumbent will be handling extremely confidential information and will be responsible for securing information as well as keeping it in strict confidence. During emergency/disaster events will be required to work long hours. Must be sensitive to delicate issues.

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## WORK ENVIRONMENT

The incumbent will work primarily in an office environment with climate control and artificial lighting. Will be required to sit for long periods of time using a video terminal display and a keyboard. During Emergency situations may be required to respond to field locations where temperatures may fluctuate between extreme heat and cold.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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