

**POSITION DUTY STATEMENT**

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE Staff Services Analyst (General)	OFFICE/BRANCH/SECTION District 10 / Administration / Claims Office	
WORKING TITLE Claims Officer	POSITION NUMBER 910-001-5157-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 general supervision of the Office Chief, Administrative Services Branch, and the lead direction of the Lead Claims Officer, the incumbent is responsible for investigating and evaluating potential and filed public liability claims arising in the District. This position also provides administrative support to the attorneys in Headquarters' (HQ) Legal Office on tort litigation matters, and assists the Lead Claims Officer in the collection of documents and records used in response to tort litigation matters and in response to requests made under the California Public Records Act. The duties include, but are not limited to:

**TYPICAL DUTIES:**

Percentage	Job Description
40% E	The incumbent reviews, investigates, and processes all claims under \$10,000. Enters claim information into the data base. Interprets laws, rules, and regulations relating to public liability. Analyzes claim to determine county, route and post mile for the incident location. Reviews claim for completeness and determines whether the location of the incident needs to be investigated (field work) and evaluated, and may take photographs on behalf of the State. Contacts claimant via telephone or correspondence as necessary. Determines whether maintenance, permit, or construction project is involved, and contacts the appropriate District personnel to confirm the information. Investigates and evaluates the claim based on its content and the results of the investigation. Makes determination on the merits of the claim and either approves for payment or denies claim. If the claim is recommended for approval and the State is at fault, the employee will insure the encumbrance of the dollar amount, send Release Form, and insure scheduling of the payment. If the claim is found to be the fault of a contractor, the Claims Officer will work with the contractor to get the claim reimbursed. If the claim is not recommended for approval, the employee will send a rejection letter. As part of the claims analysis, the incumbent keeps track of any trends or potential for future claims as a resource to the Legal Office and other functional units.
25% E	Supports the HQ Legal Office in defending the State in tort litigation matters. The incumbent assists the Lead Claims Officer in coordinating the compilation of documents, and evaluates all requests for Demands for Inspection/Production of Documents; reviews case files; visits accident scenes; uses photo log on intranet; verifies physical location of signs posted on District sign log; and researches various District files. Assists the Lead Claims Officer in preparing responses to interrogatories and requests for production of documents. Answers interrogatories and admissions; reviews legal case files and performs additional research necessary to submit suggested answers in written report form to the assigned attorney. Confers with all levels of management and other District personnel to insure completeness of documents; and analyzes and verifies data provided by District staff, such as, as-built plans, special provisions, standard specifications, policies and procedures. Arranges for copying of documents. Prepares informal and written reports as needed. May provide guidance and assistance to the Claims Assistant (Office Technician), and other District staff on how to respond to assure completeness, accuracy, and timeliness. At the request of the Legal Office, assist the lead claims officer by investigating accident sites, taking photos, recording the the area, noting signage and reporting on accidents that may later turn into litigation.
15% E	Assists the District California Public Records Act Coordinator (Lead Claims Officer) in responding to CPRA requests. Responds to requests for information from the public, including requests made under the California Public Records Act and general public information requests. Reviews requests for public records prior to release of information to ascertain if the record is related to possible or pending legal action against the State. Coordinates the review of these requests from the public,

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and tracks the time frames for responses to insure that the Department is in compliance under the Act.

5% E

Answers incoming calls from the public and collects information on potential claims. May act for the Lead Claims Officer in his/her absence. At times, may perform extensive copying; helps maintain filing system; reserves conference rooms and coordinates meetings for HQ Legal; and travels to pick up and/or deliver documents to meet tight deadlines. May be requested to back-up and/or assist other units within the branch. Helps with special events in the District.

<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

Not applicable.

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### KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Must have knowledge of principles and modern methods of public and business administration; software applications; investigative techniques and procedures; rules of evidence and court procedures; and service of legal papers. Must have the ability to analyze administrative problems and adopt an effective course of action; interpret and apply specific case provisions of the laws, rules or regulations enforced or administered; establishes and maintains cooperative working relationships; speaks and writes effectively; demonstrates capacity for assuming increasing administrative responsibility.

The duties of this position require extensive analytical work. Each claim or lawsuit must be analyzed individually with the relevant data emphasized to enable the State attorney to present the State's case in the most favorable manner possible. Incumbent must be able to decipher discovery documents, interrogatories, production requests, subpoenas, outside inquiries and other legal documents in order to direct responses to the appropriate unit, and ensures a timely response.

The incumbent must possess excellent oral and written communication skills. Computer skills will be needed to maintain the Claim's office tracking system and to produce technical and investigative or analytical reports.

Must be able to work under pressure with numerous deadlines, and prioritize work to meet needs.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent makes decisions in establishing priorities, directing, gathering information, overseeing responses and meeting appropriate deadlines. Failure to furnish attorneys with adequate information could result in the loss of a tort case. Failure to furnish attorneys with timely, accurate and complete information and or responses can result in drastic sanctions against the Department of Transportation, including increased costs, increased liability, and embarrassment to the District and Department.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent must work closely with units District wide, which includes but is not limited to the Legal Office, Maintenance Division, Construction Division, Headquarters and other units in Caltrans. The incumbent also assists the public and must be polite and patient with the public while protecting the confidentiality of legal files. Employee must work cooperatively and professionally with other Claims Office staff.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee will be required to lift, bend, kneel, reach, push, sit and stand for long periods of time, and will be exposed to traffic in performing investigations of claims and accident reconstruction sights. Employees may be required to sit for long periods of time using a keyboard and video display terminal. They may also be required to move large boxes weighing 40 pounds or cumbersome plans and diagrams from one location to another. Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems; and acknowledge the responses. Employee must have sustained mental capability to follow all policies and procedures. Employee must be able to work alone and in a group environment.

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### WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Employee will be required to work outdoors and may be exposed to traffic, dirt, noise, uneven terrain, and deal with extreme heat or

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cold weather. Occasional travel may be required. Possession of a valid driver's license and current defensive drivers certification are required.

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