

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Analyst	OFFICE/BRANCH/SECTION District 12/Administration/Public Information	
WORKING TITLE Public Information Officer	POSITION NUMBER 912-002-5157-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 direct supervision of the Staff Services Manager I, the Public Information Officer will provide communication services to the general public, local and state governmental agencies. The work schedule for this position is Monday through Friday, 8:00 a.m. to 5:00 p.m.

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
40% E	The incumbent will work directly with other Public Information Officers in a team environment to develop and produce written communication material: press releases, construction alerts, designed to inform the public and other targeted audiences of ongoing Departmental and District programs and services. The incumbent will analyze information for accuracy and content and to ensure the collateral material meets departmental protocols regarding release of public records prior to public distribution.
35% E	The incumbent will facilitate the research of information initiated by public requests for records with District functional units to ensure compliance with the California Public Records Act and coordinates and facilitates the dissemination of complaints received either in writing or verbally from the Department's internal or external customers and ensures a timely response is provided.
20% E	Administers, organizes, coordinates and monitors the District's Cashier's office operations. Identifies on-going needs and issues of the function, makes recommendations for resolutions as needed. Researches, interprets and applies policies and procedures to ensure Accounting and Cashiering, State Administrative Manual and other applicable State laws, rules and policies of Caltrans are complied with. Independently processes accurate and timely receipt of payments and disbursement of monetary instruments (pay warrants, checks, money orders, cash, etc.) for the District. Prepares and issues accurate receipts. Categorize and reconcile receipts, prepares the daily Cash Report, Deposits, forwards documents (including credit card transactions/checks) to Sacramento Accounting Headquarters. Ensures receipts and deposits are accounted for and balance in accordance with departmental policies and procedures. This position also has the responsibility for making complex technical and operational decisions in accordance with established procedures. Using sound judgment and discretion, independently assists customers, departments and employees in person and via telephone by providing answers and information regarding specific payroll account information, discrepancies and/or basic accounting procedures; processes payment of permit applications. Incumbent ensures that only accurate payroll warrants and salary advances are released to staff, and that any incorrect payroll warrants and salary advances are returned to the Human Resources Transactions Unit office for correction and re-issuance. Reviews and distributes travel and cash advance checks to properly designated staff; coordinates with Headquarters Accounting staff to ensure the timely and proper release of checks to staff.
5% M	The incumbent will assist in facilitating/coordinating District sponsored event activities such as open houses, community meetings, project ribbon cutting or ground-breaking events, internal award ceremonies and the Senior Quarterly Meeting.

This is a represented position under Collective Bargaining.

**ADA Notice**

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<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

None!

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Position requires knowledge of Caltrans activities and processes; knowledge of public information and community liaison techniques and methods; knowledge of proper methods of leading formal business meetings involving staff, public, business owners and local agencies; knowledge of techniques for dispute negotiation and resolution. Must have effective written and oral communication skills. Must be aware of local and state governmental organizations and political interaction.

Position requires the ability to interact diplomatically with the public, contractors, Caltrans representatives and special interest groups; to analyze and evaluate variable situations and personal interests of parties impacted by Caltrans activities and respond positively toward Departmental goals. Must be well organized to assure timely information is provided to both internal and external customers. Must be able to comprehend and understand complex issues and represent the State in a responsible, professional manner. Must be sensitive to public issues involving Caltrans activities and appropriately convey the public's concerns to management. Must be able to negotiate and resolve disputes between the Department and internal and external customers.

This position requires the ability to analyze and resolve difficult communication problems, including those dealing with public attitudes, which are not subject to the usual analytical quantification processes. Develop and implement alternatives to resolve issues that evolve from Caltrans activities. Immediate response is often necessary for telephone calls or face-to-face meetings. Quick analysis and response must be performed to effectively handle a situation.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

As a State representative, many decisions and statements must be made without direct supervision. All actions and communications should be within the scope of this position. The Department's credibility can be severely affected by statements and proposed solutions recommended. Consequently, it is imperative for the Public Information Officer not to exceed delegated authority and to appropriately elevate issues beyond their authorization to resolve.

Failure to provide accurate and timely information could result in negative press and/or damage to the Department's credibility. Erroneous responses could result in major citizen concern, lawsuits against the Department, and misinformation disseminated through media reports. Must provide proper response while dealing with particularly sensitive areas under direction from supervisors.

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### PUBLIC AND INTERNAL CONTACTS

Daily contact with the public, media, Caltrans staff – Serves as liaison, consulting, providing advice and recommendations. The benefits of the position are greatly influenced by job performance and can immediately elevate the image of the Department. The quality of contacts made by this position can reverse negative public perception to a positive one. Relationships developed and maintained by this position are critical to the District in its goal of strengthening partnerships with local officials and improving communication to internal and external customers.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

**Physical:** The incumbent will be required to operate within confined spaces which may require some stooping, bending, standing or sitting for prolonged periods. May be required to stay seated at desk except during designated breaks and lunch meal periods. May be required to sit in or operate a state vehicle. May be required to move audio-visual equipment between various floors on a handcart which may require pushing and moving items that may weigh as much as 50 pounds. Incumbent must be able to travel for extended periods to meetings throughout the District boundaries. Must be able to setup and operate miscellaneous multimedia equipment and presentation materials.

**Mental and Emotional:** Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems. Will be required to deal tactfully and courteously to the public; internal and external customers; and adhering to the Department's equal opportunity policies and directives against discriminatory or harassing behavior. Must be able to focus on precise activities beyond the distractions of a busy business environment; be emotionally stable, alert, and aware at all times. May need to

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prioritize work tasks to meet competing deadlines. Must reason logically, draw valid conclusions, make appropriate recommendations, and adopt an effective course of action. This position is responsible for work cooperatively with team members, managers and supervisors to identify innovations that will increase productivity, reduce cost and maintain and improve quality products and services for the Department. This position must adhere to customer service standards set by his/her unit and provide high quality service to both internal and external customers.

## WORK ENVIRONMENT

The employee will be based in an office environment that is climate-controlled under artificial lights with some outdoor travel. May be required to stand or sit for long periods of time. May be exposed to or put in stressful situations. Will be required to operate various office business machines and electronic devices during the course of the assignment, such as photocopiers, workstation computer, laptop computer, projectors, printers, scanners, telephones, pagers, camera, and cell phone.

Working hours will be set at 8am to 5pm, Monday through Friday, unless other hours have been otherwise approved. Incumbent will be required to travel to meetings and training throughout the district boundaries, as requested.

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)

David Richardson Office Chief: Public Information/External Affairs

SUPERVISOR (Signature)

DATE