

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Staff Services Analyst (Gen)	OFFICE/BRANCH/SECTION Planning & Modal Program	
WORKING TITLE Assistant to the Deputy Director	POSITION NUMBER 900-074-5157-XXX	REVISION DATE 08/21/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under supervision of the Deputy Director, Planning and Modal Programs, the Staff Services Analyst (SSA) performs the varied and technical analytical staff services assignments and alleviates the Deputy Director of administrative detail. The incumbent will serve to increase the capacity of the Deputy Director to carry out the duties and responsibilities aligned with the office of Planning and Modal Programs. The incumbent prepares and drafts reports, briefings, and recommendations regarding policy issues to the Deputy Director.

CORE COMPETENCIES:

As a Staff Services Analyst (Gen), the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Innovation, Integrity, Stewardship)
- Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Pride)
- Reliability**: Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Employee Excellence - Integrity)
- Problem-solving and Decision-making** : Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Employee Excellence - Innovation, Integrity)
- Interpersonal Savvy/Partnering**: Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Employee Excellence - Collaboration)
- Organizational Awareness**: Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Employee Excellence - Integrity)
- Communication**: Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Employee Excellence - Innovation, Stewardship)
- Planning and Results Oriented**: Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Employee Excellence - Innovation, Integrity, Stewardship)
- Thoroughness**: Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Employee Excellence - Innovation, Integrity, Stewardship)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% E	Under supervision, using departmental, state and federal policies, laws and procedures, the incumbent assists in conducting analytical studies to draft recommended changes and improvements to current policies, procedures, and system developments for review by the Deputy. Reviews, analyzes, and compiles data and correspondence to provide recommendations to the Deputy Director on a administrative and program-related problems. Prepares and organizes documentation to provide the Deputy and staff accurate information so they can provide direction on policies, operating programs, and procedures. Reviews, analyzes and prioritizes correspondence based on departmental policies to determine whether the material should be referred to the Deputy, to appropriate Division Chief, or to take independent action. The incumbent attends meetings.

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30%	E	Under supervision, using the Director's office tracking system the incumbent maintains and updates a log of direct mail and items for action. Distributes referrals and assignments to the divisions or districts. Assists in reviewing correspondence prepared for Deputy's signature for accuracy and conformance with departmental procedures and policies; reaches out to the author of the correspondence to provide guidance and consultation on corrections that need to be made. Gathers and furnishes background material for meetings and reports to the Deputy and staff. Assists in developing manuals and briefing packets to provide to staff as training tools and reference materials.
25%	E	Under supervision, schedules and maintains the Deputy's appointment calendar. Arranges and coordinates meetings and conferences. Makes travel arrangements and completes travel expense claims. Transcribes correspondence dictated by the Deputy. Maintains the office filing system which includes setting up and purging files as necessary. Receives and screens incoming telephone calls and office visitors.
5%	M	Under supervision, reviews the work of office staff for conformance with policies and procedures. Greets office visitors and coordinates meetings with the Deputy Director or appropriate Division Chief. Answers correspondence sent to the Deputy's office. Performs other job-related duties within the scope of the classification as assigned.

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

General guidance is provided to staff regarding correspondence to ensure preparation is in accordance with accepted Caltrans standard, procedures and deadlines.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Requires knowledge of departmental activities, goals and objectives, policy and procedures, Caltrans organization and sensitive issues. Requires the ability to work effectively and independently; ability to learn and use a variety of computer software programs in performing duties. Shows initiative and adapts to a variety of situations; ability to think clearly and quickly analyze and solve problems of organization and management.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for ensuring confidentiality of material; makes judgmental decisions in determining appropriateness of a response to inquiries/complaints and in referring callers and correspondence to appropriate action, claims against the state and could create a poor public image for the department.

PUBLIC AND INTERNAL CONTACTS

Have a wide variety of contacts with individuals, private industry, elected official and their staff, other governmental agency representatives (including officials from the business community, other governmental entities, Business Transportation and Housing Agency staff and the Governor's office). These contacts require exercising tact and sensitivity in responding with requests. Internal contacts occur regularly with all levels within Caltrans.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships. Ability to focus for long periods of time. Must grasp the essence of new information and master new technical and business knowledge. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity. Must be able to develop and maintain cooperative working relationships.

WORK ENVIRONMENT

The incumbent works in front of a dual-monitor computer system under artificial light in an office setting with long periods of working in a sitting or standing position.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

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.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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