

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION 42-LEGAL-SAN DIEGO	
WORKING TITLE CLAIMS OFFICER (DISTRICT 11-SAN DIEGO)	POSITION NUMBER 701-004-5393-XXX	REVISION DATE 05/19/2026

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

GENERAL STATEMENT:

Under direction of the San Diego Legal Office Manager (Supervisor I), the Claims Analyst, commonly known as Claims Officer or District Claims Officer, performs a variety of analytical assignments and provides legal support services to Deputy Attorneys defending the Department in tort liability claims and lawsuits. The Claims Officer also evaluates and processes tort claims in the amount of \$12,500 or less pursuant to Government Code section 937.5 and represents the Department in Small Claims Court.

CORE COMPETENCIES:

As an Analyst II, 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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Employee Excellence - Collaboration, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Collaboration, Integrity)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Employee Excellence - Collaboration, 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 - Collaboration, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, Integrity)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Employee Excellence - Collaboration, Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Collaboration, Integrity)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - Collaboration, Integrity)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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45%	E	Tort Claims and Legal Division Support: Claims Officer coordinates, examines, and evaluates requests for discovery and information needed to assist Legal Division's Attorneys in defending the Department in tort litigation. Contacts District staff and obtains documents and information responsive to discovery requests. Obtains, accumulates, reviews and evaluates responses provided by the District staff, (including but not limited to: construction plans, as-built plans, traffic safety reports, project management reports, planning document, design plans, Right-of-Way information, special provisions, standard specifications, policies and procedures, accident history, etc). Analyzes and presents compiled responses to discovery to Deputy Attorneys. Identifies appropriate Department personnel for deposition notices. Claims Officer is responsible for the thoroughness and accuracy of responsive information and documents. Claims Officer signs verifications under penalty of perjury regarding the work performed for discovery responses and the search for documents and information. Claims Officer also reviews and recommends action to be taken on tort claims filed with the Government Claims Program (claims over \$12,500).
40%	E	District Claims Process (Small Claims Actions and Government Code section 937.5): Claims Officer reviews and recommends action to be taken on tort claims filed directly with the District Claims Office, valued \$12,500 or less. This involves analyzing allegations and facts alleged in the claim and then assessing information provided by functional unit to determine whether the claim should be approved for payment, tendered to the appropriate contractor, or rejected. Claims Officer applies and interprets appropriate California Government Code sections to determine liability made on claims involving various road hazards (potholes, road defects, cones, construction debris, etc.), finalizes liability determinations and responds back to the claimant with a written decision after approval of the Legal Division attorney or Claims Manager. Claims Officer is primarily responsible for discussing liability determinations with claimants over the phone and by email and is further responsible for answering any questions or concerns from claimants. Claims Officer also represents the Department in Small Claims Court, which involves reviewing the case history, obtaining witnesses, presenting evidence and making legal arguments to the Judge.
10%	E	Responsible for receiving, tracking and logging all subpoena requests in database. Respond to requests for information from the public and general public information requests. Review 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. Coordinate the review of these requests from the public, and tracks the time frames for responses to ensure that the Department is in compliance.
5%	M	Answer incoming calls from the public and collects formation on potential claims. Act for the Supervisor I in their absence. Maintain filing system and other general office duties. Attend and participate in job-related training, including the bi-annual Statewide Claims Officer Training.

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

Claims Officer does not supervise, however will provide functional and work closely with the Claims Office Technician who processes all incoming claims. Claims Officer may be asked to lead in absence of the Office Manager.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

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 Attorney to present the Department's case in the most favorable manner possible. Incumbent must be familiar with litigation procedures, including discovery process, subpoenas, and as well as be familiar with District Divisions in order to obtain responses from appropriate unit, oversee responses in a timely fashion, or direct necessary action.

Ability: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subjects-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before committees.

Computer skills will be needed to complete work product and maintain the Claims Office tracking system.

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

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Claims Officer makes decisions establishing work priorities, directing and gathering information, overseeing responses, and meeting deadlines provided by law and the direction of Legal Division attorneys and other staff. Failure to furnish members of the

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public, Legal Division attorneys, and Legal Division staff with accurate and complete information or responses could result in monetary sanctions, evidentiary sanctions, the loss of a small claims case, or the loss of a tort case. Such sanctions and losses can lead to increased litigation costs, increased liability potential, and embarrassment to the District and Department.

PUBLIC AND INTERNAL CONTACTS

The Claims Officer must work closely with units throughout the District regional offices and headquarters. These units include, but are not limited to the Legal Division; the District's Maintenance Division, Construction Division, Right of Way Division, and Division of Traffic Operation; and units in Headquarters. 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. The incumbent also must act professionally when discussing matters with the public who have requested information or have filed a claim with the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work appropriately and effectively under stress, manage complex and varied workload and meet deadlines. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative working relationships; ability to focus for long periods of time. Requires occasional bending, stooping and kneeling.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. This position does require some travel.

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

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

SUPERVISOR (Print)

Fernan Andres

SUPERVISOR (Signature)



DATE

5/19/2026

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CLASSIFICATION TITLE Analyst I	OFFICE/BRANCH/SECTION 42-LEGAL-SAN DIEGO	
WORKING TITLE CLAIMS OFFICER (DISTRICT 11-SAN DIEGO)	POSITION NUMBER 701-004-5157-XXX	REVISION DATE 06/08/2026

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GENERAL STATEMENT:

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CORE COMPETENCIES:

As an Analyst I, 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.

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40%	E	The incumbent assists Claims Officers in reviewing, investigating, and processing claims under \$12,500. 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 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. Under the supervision of the San Diego Legal Office Manager (Supervisor I) 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 ensure the encumbrance of the dollar amount, send Release Form, and ensure 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.
40%	E	Supports the San Diego Legal Office in defending the State in tort litigation matters. The incumbent assists the Claims Officers 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 Claims Officers 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 ensure 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 provides guidance and assistance to the Claims Assistant (Office Technician), and other District staff on how to respond to assure completeness, accuracy, and timeliness.
15%	E	Assists the Claims Officers in preparing for Small Claims Court; reviews claims and helps prepare the defense. Arranges for appropriate District personnel e.g., Resident Engineer, Maintenance Supervisor, to appear as witness if necessary. Meets with appropriate District Personnel to answer questions and/or review their files/records
5%	M	Assists with incoming calls from the public and collecting information on potential claims. May act for the Claims Officers in their absence. At times, may perform extensive copying; helps maintain filing system; reserves conference rooms and coordinates meetings for San Diego 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.

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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

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE