

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION District 1/Administration/Business Services	
WORKING TITLE Business Services Coordinator	POSITION NUMBER 901-001-5393-924	REVISION DATE 06/01/2026

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 Chief, Business Services, the incumbent serves as a Business Services Coordinator. The incumbent will be responsible for being point of contact for Business Services requests from employees; develop and maintain a variety of service contracts, purchase supplies for Business Services via CalCard and may act as lead over lesser experienced staff and over special projects. Duties include but are not limited to:

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Safety - Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Employee Excellence - Innovation)
- **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 - Pride)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Employee Excellence - Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Equity, Employee Excellence - Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (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 - Collaboration, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Equity, Employee Excellence - Innovation)
- **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. (Equity, Employee Excellence - Integrity)

TYPICAL DUTIES:

Percentage	Job Description
40% E	Coordinator of Business Services Activities; analyze district needs and establish Business Services activities plan; act as customer service point of contact for Business Services requests, coordinate projects such as updating the Emergency Action Plan information, coordinate and participate in Emergency Drills and activities during an emergency such as announce information, assemble staff, or identify plan implementation procedures for the district office, annex and district office addition; and coordinate Room 59 conference room reservations, and serve as the district coordinator for space planning and workspace assignments. Work with Business Services Chief and team to expand and formalize Business Services offerings.

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40%	E	Develop and manage a wide variety of service contracts, working closely with management, other governmental agencies, and private vendors and contractors. Track and monitor the progress of the Contractor's work by maintaining progress reports to ensure contract compliance. Research and provide answers to questions covering the broader technical aspects surrounding contract administration and specific project guidelines as outlined by the Division of Procurement and Contracts.
10%	E	Purchase supplies and materials for Business Services and other departments as needed. Manage CALCard Visa Accounts for ordering facility related supplies and services. Duties include creating purchase orders, reconciling monthly invoices and keeping accurate records for audits.
5%	M	Act as back up to the Security Coordinator.
5%	M	May act as a delegate for the Chief, Business Services in her absence. Provide cross training within the Business Services Office. Develop, update, and maintain a Desktop Procedures Manual for this position.

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

This position does not supervise other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of principles and methods of public administration and rules and regulations pertaining to facility operations, building management and security operations; administration analysis; principles and practices of general business management; ability to plan, organize and evaluate facility requirements and communicate effectively orally and in writing. Possess principles of accident prevention and safety practices; modern office methods, forms and equipment; public information channels and methods; organization and functions of the Department of Transportation. Knowledge of basic grammar, spelling, punctuation, and math. Must use good work habits such as punctuality, accuracy, and dependability.

Ability to perform professionally; follow oral and written directions; evaluate situations accurately; and take effective action. Knowledge of principle of modern business practices, forms and office equipment. Must be proficient in the use of desktop computer hardware and software, including Microsoft Word and Excel. Must be proficient in accessing information from departmental computer programs such as the Internet and Intranet. Must be able to effectively identify and analyze problems, evaluate information from regulations, departmental policies, laws and/or rules, determine its accuracy and relevance and consider the effect of such changes. Uses sound judgment to generate and evaluate alternatives and recommend solutions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for actions and decisions made in completing assigned tasks. Inaction of informing the building employees of timely building modifications within the allotted time indicated by the Labor Unions could cause grievances and/or tort liability for the Department. Failure to adequately fulfill responsibilities could result in misuse or waste of resources, and health and safety and/or security hazards.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have daily contact with District 1 and North Region employees, as well as the public and will be required to present themselves in a courteous professional manner. Incumbent must be able to deal effectively and tactfully with Caltrans' personnel, contractors, vendors, engineering consultants, and the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to possess manual dexterity; perform bending, stooping, and kneeling, and the ability to move material of up to 20 pounds. Incumbent may be required to sit for long periods of time and/or using a computer, keyboard, and monitor. Job duties may require employee to have a sustained mental activity need for problem solving, analysis, and reasoning. Incumbent 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 various responses. Incumbent Employee will be expected to exercise a high degree of initiative and independence in performing assignments.

WORK ENVIRONMENT

Incumbent will be required to sit for long periods of time using a keyboard and video display terminal. Must be able to work effectively under periods of stress, resulting from multiple deadlines and exercises. Incumbent needs mental ability and propensity for detail work. Must be able to deal effectively with difficult and sometimes angry individuals, while maintaining a calm and professional demeanor.

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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

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst I	OFFICE/BRANCH/SECTION District 1/Administration/Business Services	
WORKING TITLE Business Services Coordinator	POSITION NUMBER 901-001-5157-924	REVISION DATE 06/01/2026

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 Chief, Business Services, the incumbent serves as a Business Services Coordinator. The incumbent will be responsible for being point of contact for Business Services requests from employees; assist with developing and maintaining a variety of service contracts, assist with purchasing supplies for Business Services via CalCard and assist experienced with special projects. Duties include but are not limited to:

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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TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
40% E	Assist with coordination of Business Services Activities; analyze district needs and establish Business Services activities plan; act as customer service point of contact for Business Services requests, coordinate projects such as updating the Emergency Action Plan information, coordinate and participate in Emergency Drills and activities during an emergency such as announce information, assemble staff, or identify plan implementation procedures for the district office, annex and district office addition; and coordinate Room 59 conference room reservations, and serve as the district coordinator for space planning and workspace assignments. Work with Business Services Chief and team to expand and formalize Business Services offerings.

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40%	E	Assist with developing and managing a wide variety of service contracts, working closely with management, other governmental agencies, and private vendors and contractors. Assist with tracking and monitoring the progress of the Contractor's work by maintaining progress reports to ensure contract compliance. Assisting by researching and providing answers to questions covering the broader technical aspects surrounding contract administration and specific project guidelines as outlined by the Division of Procurement and Contracts.
10%	E	Purchase supplies and materials for Business Services and other departments as needed. Manage CALCard Visa Accounts for ordering facility related supplies and services. Duties include creating purchase orders, reconciling monthly invoices and keeping accurate records for audits.
5%	M	Act as back up to the Security Coordinator.
5%	M	May act as a delegate for the Chief, Business Services in her absence. Provide cross training within the Business Services Office. Develop, update, and maintain a Desktop Procedures Manual for this position.

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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

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE