

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst I	OFFICE/BRANCH/SECTION Office of Civil Rights/Resource Management	
WORKING TITLE Business Operations Analyst	POSITION NUMBER 913-088-5157-005	REVISION DATE 06/03/2026

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

GENERAL STATEMENT:

Under the supervision of a Supervisor I, the incumbent performs a variety of analytical and administrative assignments in support of the Office of Civil Rights. The incumbent is responsible for coordinating and administering human resources, language access, procurement, facilities, and related administrative programs; conducting research and analysis; preparing reports, correspondence, and recommendations; serving as a liaison with internal and external stakeholders; and providing technical assistance to management and staff to support operational needs and ensure compliance with departmental policies and state requirements.

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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Climate Action - Innovation, Stewardship)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Collaboration)
- **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 - Collaboration)
- **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. (Climate Action - Innovation, Stewardship)
- **Teamwork and Collaboration**: Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Employee Excellence - Pride)
- **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. (Climate Action - Integrity, Stewardship)
- **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)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Pride)
- **Commitment/Results Oriented**: Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Climate Action - Integrity, Stewardship)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

30%	E	Serve as the Human Resources (HR) liaison and assist in personnel activities related to OCR's hiring process. Prepare PARF (Prepare Personnel Action Request Forms) packages to initiate filling vacant positions, re-class positions, reinstate employees, and other types of actions. Schedule interviews, provide interview instructions to applicants, and field questions applicants may have. Works with supervisors to finalize hiring of candidates. Follows the filing system in accordance with OCR's Record Retention Schedule. Updates OCR's organizational charts as needed. Submits and reviews HR related reports in a timely manner.
30%		Coordinates the Department's participation in the DGS Language Survey Program by collecting, compiling, and analyzing language access data; monitoring survey completion and reporting deadlines; serving as the primary liaison with DGS; preparing required reports and correspondence; and providing guidance to program staff to ensure compliance with state language access requirements.
20%	E	Backup for all aspects of the procurement process including writing justifications; scopes of work, obtaining bids, price quotes and waivers as required; initiating and processing the appropriate procurement documents such as CPOs (CAL-Card Purchase Orders), Service Agreements, PAPOs (Purchase Authorization/Purchase Order) or Miscellaneous Advances (MGAX) in Enterprise Financial Information System (EFIS). Prepares receiving records for payment of invoices for service agreements and purchase orders and ensures that invoices are paid in accordance with the Prompt Payment Act. Ensures appropriate distribution of purchased items, breaks down and recycles empty boxes and reconciles the CAL-Card Statement of Account at the end of the CAL-Card billing cycle for CAL-Card purchases. Manages encumbrances for executed Service Agreements. Liaises with the Department of General Services to authorize users and approvers of the on-line business card ordering tool.
15%	E	Assist in functions related to facilities, such as submitting DUDE Solution tickets for facility requests. Analyze requests for building repairs and adjustments to offices and cubicles. Prepares technical specifications for the Scope of Work to be performed and seeks cost estimates, if necessary. Acts as Facility Liaison to the Building Operations Center to submit requests. Inspects various phases of alterations ensuring requested work is being completed correctly. Ensures Ergonomic Evaluation and Reasonable Accommodation requests are processed in a timely manner.
5%	M	The incumbent will pick up and distribute travel expense checks, travel advance checks, payroll checks and distribute single-fare transit passes as appropriate. Assist in providing office supplies to employees.

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

None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Ability to: Effectively interpret and apply specific laws, rules, regulations, standards, policies, and procedures; evaluate situations accurately and take effective action; reason logically and creatively; assume increasingly complex responsibility; consult and advise on a variety of subject matters; communicate effectively orally and in writing; exhibit good judgment and decision making when evaluating findings; and set priorities and meet deadlines. Maintain cooperative working relationships with all levels of Caltrans staff, private industry, and representatives of other Federal and state agencies.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor judgment could result in litigation and adversely impact Caltrans. The incumbent must be able to interpret regulations correctly and make sound decisions to enable Caltrans to comply with state and federal regulations. An inaccurate interpretation or application of the law, failure to implement proper controls or the inability to eliminate errors could result in violation of statutory requirements. The consequences of violations could include delays and increased project delivery time due to protested acquisitions, a loss of federal monetary participation, betrayal of public trust, embarrassment to Caltrans, or lawsuits against Caltrans.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

PUBLIC AND INTERNAL CONTACTS

The incumbent will have communication with various internal and external entities, including FHWA, DGS, contractors and subcontractors, as well as various Caltrans managers, supervisors, and field staff either orally and/or in writing.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

WORK ENVIRONMENT

The incumbent will work in a climate-controlled office under artificial lighting. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Normal work hours are eight hour period between 7:00a.m. to 5:00p.m., Monday through Friday.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquartered 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.

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