

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst I	OFFICE/BRANCH/SECTION District 4/Maintenance/North Bay Region	
WORKING TITLE Region Administrative Support	POSITION NUMBER 904-610-5157-xxx	REVISION DATE 02/06/2026

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 Staff Services Manager I, Region Maintenance Manager I and II, the Analyst I will provide clerical, administrative, and analytical support for the Northbay Region. Duties and responsibilities require research, analysis, and the use of independent judgment and discretion to interpret data and apply statutes, regulations, policies, and procedures to specific situations. The incumbent is required to analyze issues and independently determine an effective course of action. The Analyst I independently researches payroll issues; prepares and reviews payroll reports; researches and analyzes time entries daily; resolves payroll discrepancies; and makes recommendations to supervisors regarding necessary corrections to timekeeping based on leave balances. The position also resolves payroll and employee-related issues with Headquarters Human Resources. This position requires the ability to analyze data, comprehend rules and regulations, and implement the timekeeping computer program. The Analyst I will respond to telephone and counter inquiries from staff regarding timekeeping discrepancies. The incumbent participates in a healthy, cohesive, team-focused work environment. This position is represented under collective bargaining and does not telework.

**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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Safety, Employee Excellence - Collaboration, Equity, Innovation, Integrity)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, Employee Excellence - Collaboration, Equity, Innovation, Integrity)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety, Employee Excellence - Collaboration, Equity, Innovation, 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. (Safety, Employee Excellence - Collaboration, Equity, Integrity, Pride)
- **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. (Safety, Employee Excellence - Collaboration, Equity, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Employee Excellence - Collaboration, Equity, 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. (Safety, Employee Excellence - Collaboration, Equity, Integrity)
- **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. (Safety, Employee Excellence - Collaboration, Innovation, People First)
- **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. (Safety, Employee Excellence - Collaboration, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	<p>Under general supervision, the Analyst I serves as Timekeeper and performs technical and analytical duties related to payroll and timekeeping operations for the Northbay Region. The incumbent provides general assistance to 2–5 Superintendents and up to 24 crews during absences by utilizing the Integrated Maintenance Management System (IMMS) and Staff Central to ensure accurate and timely processing of employee time records. The Analyst I works closely with Supervisors to review and advise on necessary corrections and appropriate leave usage and collaborates with Superintendents on weekly employee timesheet approvals. The incumbent generates and distributes monthly timesheets (M33s), overtime (OT), and Compensated Time Off (CTO) reports to Supervisors to facilitate corrections identified through employee audits. The incumbent tracks and maintains timekeeping and payroll data using Microsoft Excel and updates employee work history in Staff Central as needed. Responsibilities include moving employees between crews in IMMS, preparing payroll-related documents, and processing employee separation paperwork. The Analyst I audits Staff Central and IMMS reports to ensure accuracy and compliance with applicable rules and regulations related to payroll and timekeeping. The incumbent compares clearing reports to the 672 (pre-MERSI) report, researches discrepancies, and takes appropriate corrective action. The position tracks and monitors employee leave balances in Staff Central and IMMS and responds to inquiries regarding personal leave, annual leave, direct deposit, FlexElect, holiday credits, military leave, jury duty, and time off without pay. Additional duties include the timely and accurate submission of dock reports, updating dynamic groups, maintaining payroll logs, and processing payroll warrants.</p>
25%	E	<p>Under general supervision, the Analyst I coordinates, maintains, and monitors annual mandated training programs for the Northbay Region. The incumbent serves as a Training Coordinator with assistance and supports Supervisors in the approval and enrollment process for employee training courses. Duties include maintaining accurate training records, ensuring employee training histories are properly updated in accordance with established policies and procedures, and safeguarding employee privacy and confidentiality when accessing or updating training information. The Analyst I inputs and maintains Pull Notices and logs, organizes, and submits Safety Reports, Form 3067s, and Form 270s to District and Region Management in a timely manner. The incumbent prepares and provides monthly training and safety-related reports to management and assists with data tracking and documentation as needed.</p>
15%	E	<p>Under general supervision, the Analyst I receives and dispatches telephone and two-way radio communications from internal and external agencies and the traveling public to assist in coordinating responses to highway maintenance service and trouble calls. The incumbent contacts appropriate field personnel and updates daily Service Requests in the Integrated Maintenance Management System (IMMS) and the Bay Area Incident Response System (BAIRS) in accordance with established procedures. Duties include answering and screening telephone calls, providing front counter assistance, and directing visitors in a professional and courteous manner. The Analyst I responds to correspondence from various departments and agencies regarding Customer Service Request (CSR) claims and public complaints and ensures proper processing and documentation. The incumbent maintains and prepares daily spreadsheets and databases used within the Regions and supports data accuracy and reporting requirements. Additional responsibilities include preparing and requesting new employee identification numbers, email accounts, and computer log-on credentials; ensuring job status information is accurately entered and maintained in Staff Central and IMMS; and providing assistance to employees with payroll and human resources-related processes. The Analyst I provides general guidance to employees regarding health benefits and employee services, collects and submits required forms to Human Resources, and assists with CalConnect and Employee Services enrollment processes, including direct deposit. The incumbent orders SNOW tickets for Outlook and system access, assigns work schedules in Staff Central and crew EFIS in IMMS, and assists Supervisors with establishing and maintaining electronic personnel files for required documentation such as ITRs, certificates, and emergency contact information. The position issues and maintains MAZEEP daily records, verifies mileage and hour calculations for accuracy, and enters required data into both State and Caltrans tracking spreadsheets in accordance with established guidelines</p>

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10%	E	Under general supervision, the Analyst I assists in ensuring that new and current employees' personnel documentation is accurate, complete, and submitted for processing in a timely manner in accordance with established policies and procedures. The incumbent works with Headquarters Personnel staff to assist in resolving payroll disputes and employee-related issues. The Analyst I supports the employee onboarding process, including assisting with new-hire orientations for the Region and supporting additional recruitment and hiring events as assigned. Serving as the Drug Testing Coordinator with assistance, the incumbent monitors and ensures required documentation is submitted to the Office of Drug and Substance Abuse (ODCAST) for pre-employment testing, Commercial Driver's License (Class A) upgrades, and ongoing DOT/DMV physicals. Duties include ensuring enrollment in the Federal Clearinghouse and maintaining accurate tracking logs in compliance with regulatory requirements. Responsibilities also include tracking and logging Pull Notices and compiling statistical data for year-to-year comparisons. The incumbent performs regional personnel-related support duties with assistance, including researching and providing employees with information regarding benefits enrollment and open enrollment, employee separations, retirement preparation, examinations, and related personnel topics upon request. The Analyst I prepares monthly and statistical reports for review by the Staff Services Manager I and Manager II. Additional duties include reviewing and entering information related to service requests, work orders, and incident logs; verifying completion of repairs prior to validation; and maintaining accurate and complete documentation in accordance with established guidelines.
5%	M	Under general supervision, the Analyst I processes Travel Expense Claims (TEC) and Travel Advances (TA) by entering transactions into the Advantage system in accordance with established policies and procedures. The incumbent assists in tracking, monitoring, analyzing, and reviewing expenditure claims to ensure appropriate project codes are used, expenditures are accurate, and transactions are processed within the correct fiscal year. The Analyst I assists with preparing and processing orders for maintenance employees requiring prescription safety glasses, maintains related ledgers, processes receiver accounting forms, and follows up on outstanding orders to ensure timely and accurate completion.
5%	M	Under general supervision, the Analyst I supports efficient daily office operations by performing general administrative duties and assisting staff and visitors as needed. The incumbent monitors office supply and operational needs and takes appropriate action to maintain an orderly, well-supplied, and professional work environment. The Analyst I provides administrative support to promote smooth workflow and positive front-office interactions. Duties include coordinating office resources and organization to support productivity and a welcoming atmosphere; maintaining files and records; ordering and tracking office supplies and inventory; and assisting in maintaining a clean and organized front office area. Additional responsibilities include processing fuel tickets received via email to support timely vendor payment and providing backup support for critical office functions as required within the scope of the Analyst I classification.

<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.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

This position does not have formal supervisory responsibility. Under general supervision, the Analyst I performs assigned duties independently within established guidelines and procedures. During emergency situations, the incumbent must exercise sound judgment to analyze problems, make appropriate decisions, and effectively organize and direct the work of others in a lead capacity as required to support operational needs. The incumbent must communicate clearly and effectively with staff, supervisors, and external contacts at all levels, including during highway emergencies, to ensure accurate information exchange and timely coordination of activities.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The Analyst I must possess knowledge of modern office methods, practices, and equipment. The incumbent should have working knowledge of the principles, practices, and trends of public and business administration, management, and staff support services. The position requires the ability to perform basic personnel and management analysis using logical and creative reasoning and the application of analytical techniques to assist in resolving administrative and operational issues. The incumbent must be able to assist in developing and evaluating alternative solutions, analyze administrative processes and data, and contribute to informed decision-making within established guidelines. The Analyst I must be able to analyze data and present information clearly and effectively, both orally and in writing. The incumbent must demonstrate the ability to consult with and provide assistance to administrators, supervisors, and staff on a variety of subject-matter areas while maintaining effective working relationships and the confidence and cooperation of those contacted in the course of work. Proficiency in Microsoft Office applications, including Word, Excel, Access, PowerPoint, Outlook, and Microsoft Project, is required. The incumbent must have working knowledge of database, spreadsheet, charting, reporting, and word-processing software. The position requires the ability to assist in analyzing internal systems and databases such as AMS Advantage, InfoAdvantage, and Datalink to determine

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whether resources are being properly expended. The incumbent must have general knowledge of bargaining unit Memoranda of Understanding (MOUs) and assist in identifying, analyzing, and evaluating information related to personnel and administrative matters. The position requires the ability to provide guidance and assistance to staff on varied and occasionally sensitive issues that may impact departmental operations. A professional attitude and commitment to conducting business in a respectful, confidential, and professional manner are essential. Knowledge of two-way radio dispatch procedures is required to effectively communicate with internal staff, outside agencies, and the traveling public.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Analyst I exercises judgment within established policies, procedures, and guidelines. Errors in judgment or failure to follow prescribed procedures may result in the release of confidential information, financial loss to the Department through lawsuits, grievances, or other legal actions, and/or negative impacts on the Maintenance Program. Inaccurate or incomplete performance of assigned duties may lead to the dissemination of incorrect information and could compromise the Department's credibility and operational effectiveness. The incumbent is responsible for ensuring accuracy, compliance, and careful handling of sensitive information in all aspects of work.

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### PUBLIC AND INTERNAL CONTACTS

The Analyst I has frequent contact with both the public and internal staff. Public contacts are primarily by telephone, but may also be by letter or in person, and include private citizens, representatives of other state and local agencies, city and county officials, police and maintenance departments, and utility companies. Contacts generally involve complaints, billing inquiries, requests for information, and the use of materials or services. Internal contacts occur by telephone, letter, and in person, and include personnel from Maintenance, Administrative, Traffic, Construction, and Accounting units. The incumbent has daily contact with management, supervisors, subordinates, and co-workers to coordinate work, provide information, and resolve issues. The Analyst I is required to maintain a professional and businesslike demeanor at all times and to develop and maintain effective working relationships with all contacts.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The Analyst I will be required to sit for extended periods using a keyboard, video display terminal, and sit-stand desk. Other physical activities may include standing, walking, bending at the neck and waist, stooping, squatting, kneeling, twisting at the neck and waist, reaching above the shoulder, pushing or pulling, and performing both simple grasping and fine manipulation tasks. The incumbent must be able to analyze and prioritize work situations, exercise sound judgment, and take effective action to resolve problems. The position requires the ability to work effectively under changing priorities, meet deadlines, and adapt to evolving work demands. The Analyst I must demonstrate emotional intelligence and professionalism by developing cooperative working relationships and responding appropriately to the needs, feelings, and diversity of employees. The incumbent works with sensitive and confidential information and must maintain strict confidentiality while interacting with staff at all levels and with the general public in a professional and cohesive manner.

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### WORK ENVIRONMENT

The Analyst I is located in a secured office building with adequate lighting and designated parking. Workspaces are shared with other employees and consist of an open area with appropriate heating in the winter and air conditioning in the summer. The incumbent may be required to travel for training purposes and occasionally to the District Office or Maintenance Stations within the Region. Duties may include sharing responsibilities for answering phones and monitoring the Dispatch Radio for the Region. This position is not eligible for telework.

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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.

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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