

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION 42/LEGAL DIVISION/LOS ANGELES Legal Office (D8 Claims)	
WORKING TITLE CLAIMS OFFICER	POSITION NUMBER 701-003-5393-XXX	REVISION DATE 05/18/2026

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 Legal Division Claims Manager (Supervisor I), and/or the Office Administrator (Supervisor II), the incumbent is responsible for directing and coordinating the review and processing of statewide damage claims filed with the Department of General Services (DGS). The Claims Officer is responsible for the entire investigation and evaluation of potential and filed public liability claims arising in the District and provide support to attorneys in the Legal Office. 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. The Claims Officer may monitor the work flow in the unit and make assignments and provide guidance and assistance to other staff in the unit.

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, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Technical Expertise:** Depth of knowledge and skill in a technical area. (Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

35%	E	Assists the Legal Office in defending the State in tort litigation. The incumbent coordinates the compilation of documents and evaluates all requests for Demands for Production of Documents, Special Interrogatories, and Form Interrogatories. Confers with all levels of management and other District personnel to ensure completeness of documents. Analyzes and verifies data provided by District staff, such as: as-built plans, special provisions, standard written reports as needed. Provides guidance and training to other staff in the unit as well as District staff on how to respond to ensure completeness, accuracy, and timeliness. Acts as the Department of General Services (DGS) claims liaison. Conducts research, analysis, and responds to public claims filed against Caltrans to include citation of all applicable laws and rules to state, and supports department position to DGS. Researches, develops, and conducts training for district personnel in the Claims Offices. Utilizes an internal database to process and monitor claims. Develops solutions and implements actions to correct identified problems in the claims program arising both internally and externally. Functional direction and guidance to district claims office staff and headquarters Legal Division staff on procedures, policies, and interpretation of laws and rules regarding damage claims, knowledge of investigative goals, and determination of the State's liability, if any.
35%	E	Processes claims filed in the District which are under \$12,500. Analyzes claim to determine county route and post mile for the incident location. Enters claim data into the computerized data base. Reviews claims for completeness and determines if the location of the incident needs to be evaluated and pictures need to be taken on behalf of the State. Contacts claimants via telephone or correspondence as necessary. Determines whether maintenance, permit, or construction project is involved and contacts the appropriate District personnel to confirm it. Evaluates the claim based on its content and the results of the investigation. Makes determination on the merits of the claim. If claim is to be approved, ensures the encumbrance of the dollar amount, sends Release form, and ensures scheduling of the payment. If claim is denied, sends rejection letter to claimant. Interprets laws, rules and regulations relating to public liability.
20%	E	Represents the State of California at Small Claims court hearings; reviews claims and prepares defense; attends hearings and presents defensive arguments to the hearing officer or Judge. Arranges for appropriate District person (e.g. Resident Engineer, Maintenance Supervisor) to appear as witness, if necessary. Meets with appropriate District Personnel to answer questions or review their files/records.
5%	E	Answers incoming calls from the public and collects information on potential claims. Performs extensive copying, maintains filing system, and other general office duties. Reserves conference rooms and coordinates meetings, mail distribution, travels to pick up and/or deliver documents to meet tight deadlines.
5%	M	Acts for the Claims Manager in their absence. Works in conjunction with other staff to ensure assigned duties are covered during absences and peak periods. Provide other analytical and technical support as assigned and assist as needed.

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

Does not perform supervisory duties, but may be asked to lead in the absence of the supervisor/manager.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge in principles and modern methods of public and business administration, investigative techniques and procedures, rules of evidence and court procedures. Must have the ability to analyze administrative problems and adopt an effective course of action; interpret and apply specific case provisions of the laws, rules or regulations enforced or administered; establishes and maintains cooperative working relationships; speaks and writes effectively; demonstrates capacity for assuming increasing administrative responsibility.

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 State attorney to present the State's Case in the most favorable manner possible. Incumbents must be able to decipher discovery documents, interrogatories, production requests, subpoenas, outside inquiries, and other legal documents in order to direct responses to the appropriate unit. Oversees response in a timely fashion and directs necessary action.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

The incumbent must possess excellent oral and written communication skills. Computer skills will be needed to maintain the Claims Office tracking system and to produce technical and investigative or analytical reports.

Demonstrated ability to act independently, work under pressure with numerous deadlines, and prioritize work to meet needs.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Consequences of error can be serious and far-reaching, affecting the Department. Failure to recognize potential settlements and follow established precedent may cause escalated litigation caseload, time spent, and cost to the department. Further, it may adversely affect the Department's public image.

PUBLIC AND INTERNAL CONTACTS

Have a wide variety of contacts with department staff, private industry, other governmental agency representatives, and the general public. The incumbent must work closely with units District wide, which includes but is not limited to the Legal Office, Maintenance Division, Construction Division, Headquarters, and other units in Caltrans. The incumbent also assists the public and must be polite and patient with the public which requires diplomacy, tact, and professionalism.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work appropriately and effectively under stress, manage complex and varied workload, and meet deadlines. Must also work well with office professional and support staff, Department staff and outside vendors. 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. May also be required to move large objects and/or be able to lift/carry up to 40 lbs. Required to travel to court hearings and throughout the State for training.

WORK ENVIRONMENT

While at their base of operations, employees will work in a climate controlled environment under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employees will be required to travel and work outdoors and may be exposed to traffic, dirt, noise, uneven terrain, and/or deal with extreme heat or cold weather.

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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