

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION 42-Legal-Fresno	
WORKING TITLE Claims Officer	POSITION NUMBER 701-005-5393-XXX	REVISION DATE 08/12/2026

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

GENERAL STATEMENT:

Under the direction of the Fresno Legal Office Claims Manager (Supervisor I) and/or the Deputy Chief Counsel in the Fresno Legal Office, the Claims Analyst II (commonly known as Claims Officer or District Claims Officer) 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 incumbent performs a variety of analytical assignments and provides legal support services to 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. 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, Stewardship)
- **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

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35%	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 debries, 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, appearing in Court, presenting evidence and making legal arguments to the Judge.
35%	E	Tort Claims and Legal Division Support: Claims Officer coordinates, examines, and evaluates requests for discovery and information needed to assist Legal Division's Deputy 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 Office 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).
10%	E	Reviews and handles information gathering for subpoenas and requests for public records and other duties as required by the Claims Manager and/or Deputy Chief Counsel.
10%	E	Answer incoming calls from the public and collects information on potential claims. Performs extensive copying, maintains filing system, and other general office duties. Acts for the Claims Manager in their absence upon request.
10%	M	Trains new Claims Officer(s) on office functions and procedures. Provides guidance and training to District staff on how to respond to discovery requests to assure completeness, accuracy, and timeliness.

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 Staff Services Analyst (commonly known as Claims Analyst) and/or Office Technician/Assistant who processes all incoming claims.

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 Division 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.

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.

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.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent 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 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.

PUBLIC AND INTERNAL CONTACTS

The incumbent 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. 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. 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. Employees will be required to some extent 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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POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst I	OFFICE/BRANCH/SECTION 42-Legal- Fresno	
WORKING TITLE Claims Officer	POSITION NUMBER 701-005-5157-XXX	REVISION DATE 08/12/2026

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 the Supervisor I (Claims Manager), and/or Deputy Chief Counsel in the Fresno Legal Office (FLO), the incumbent is responsible for investigating, evaluating public liability claims arising in the District and processing tort claims in the amount of \$12,500 or less pursuant to Government Code section 937.5. This position also provides administrative support to the attorneys in the Fresno Legal Office on tort litigation matters, assists them in the collection of documents and records used in response to tort litigation matters.

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:

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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 insure completeness of documents. 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 and billings. Prepares informal and written reports as needed. Provides guidance and training to other staff in the unit as well as District staff on how to respond to assure 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. Insures the encumbrance of the dollar amount, sends Release form, and insures scheduling of the payment. If claim is denied, sends rejection letter to claimant. Interprets laws, rules and regulations relating to public liability.
20%	E	Works with attorneys on trial preparation, quick response situations, scheduling of employees for depositions and trial appearance. 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.
10%	M	Answers incoming calls from the public and collects information on potential claims. Acts for the Office Manager in his/her absence. 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. Backs up other staff and units as needed.

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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.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles and modern methods of public and business administration, investigative techniques and procedures, rules of evidence and court procedures, service of legal papers, and practical computer application.

Ability to: Analyze data with intent to form conclusion, interpret and apply specific case provisions of the law or regulations enforced, communicate effectively, establish and maintain cooperative working relationships, speak and write effectively, oversee responses in a timely fashion, take necessary action, produce statistical reports, work under pressure with numerous deadlines, prioritize work, organize large volumes of varied documents, multi-task, adapt to changes in priorities, meet deadlines and assume increasing administrative responsibility.

Analytical: Perform extensive analytical work. Analyze each claim individually with the relevant data emphasized to enable the State attorney to present the State's case in the most favorable manner possible. Decipher discovery documents, interrogatories, production request, subpoenas, California Public Records Act Request, other legal documents, and external inquiries in order to direct responses to the appropriate unit/individual.

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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 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

Base of operations will be within a climate-controlled office under artificial lighting and fluctuating temperatures. Incumbent will work within a cubicle. Incumbent will be required, on occasion, to travel and work outdoors. Incumbent may be exposed to traffic, dirt, noise, uneven terrain, extreme heat, and/or cold weather. Possession of a valid Driver's license and the ability to obtain a Defensive Drivers certification within 90 days of employment is required. 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
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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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