

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION District 5 Community Engagement Branch	
WORKING TITLE Web Content/ ADA Remediation/ Editorial Review Analyst	POSITION NUMBER 905-001-5393-032	REVISION DATE 08/19/2026

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 Senior Transportation Planner, Branch Chief of the District 5 (D5) Community Engagement Branch within the D5 Division of Administration the Analyst II performs a variety of activities at the more responsible and complex technical analytical level, including website & portal management, editorial review of technical documents, research, analysis related to website performance, and ADA remediation. The incumbent will develop and maintain internal and public facing websites and digital assets while meeting the Department of Transportation (Caltrans) mandated web accessibility standards. The Analyst edits CEQA & NEPA documents for proper word usage, sentence structure, style, clarity, and organization as well as spelling, punctuation and capitalization. In addition, the position ensures content with the intent of public consumption are also compliant with section 508 of the Rehabilitation Act, CA Assembly Bill 434, web content accessibility guidelines (WCAG).

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, Pride, Stewardship)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Employee Excellence - Collaboration, Equity, Innovation, Integrity, Pride, Stewardship)
- 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, Equity, Integrity, 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 - Equity, Integrity, Pride, 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 - Collaboration, Equity, Integrity, Pride, Stewardship)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Equity, Integrity, Pride, Stewardship)
- 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, Equity, Integrity, Pride, Stewardship)
- Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Equity, Integrity, Pride, Stewardship)
- Technical Expertise:** Depth of knowledge and skill in a technical area. (Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, Pride, Stewardship)

TYPICAL DUTIES:

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

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30%	E	Works independently and collaborates with teams to develop, analyze and deliver, and manage strategic communications through the Caltrans Engagement Portal. Analyzes and evaluates the process and strategies for developing correspondence, newsletters, and surveys. Collaborate and provide guidance to staff ensuring meets state and federal ADA compliance mandates. Analyze content workflow and function, and develop reports on platform engagement, total usage, and compliance with appropriate policies. Make recommendations to management based on analysis. Design, develop, maintain, and manage website content on both internal and public facing web platforms, utilizing multiple content management systems. Fulfill technical requests from staff to update both internal and public facing websites within allotted time frames. Collaborate and provide guidance to staff ensuring website design and engagement content are in alignment with IT governance, division and project branding, as well as state and federal ADA compliance mandates. Analyze content workflow and function as reviewer and publisher for content developed by staff level webmasters. Partner with IT staff to resolve obstacles related to web and content remediation. Work cross-functionally with internal stakeholders in the design and development of their program's web pages.
30%	E	Develop and create complex ADA compliant documents utilizing Adobe Suite and/or Microsoft Suite (Word, Excel, PowerPoint), Adobe Acrobat DC Pro, and Commonlook to meet Assembly Bill 434/ government code 11546.7 mandated web accessibility standards. Track and organize repository of ADA compliant content including media files, presentations, memos and documents. Audit and convert digital content produced by staff intended for public consumption ensuring content meets high quality assurance standards including checking grammar, spelling, active hyperlinks and click to the correct location, adding alternate text to images as appropriate. Use adequate text color and contract rations and utilizing Microsoft Office Suite Accessibility checker and PDF Accessibility checker 3 (PAC 3) on every document to confirm accessibility compliance. Duties also include facilitating web site development and support. Strong technical writing and communication skills will be required to support these efforts. Graphic editing experience and related skills are desired. Compile, track and analyze internal and external ADA requests through platforms such as excel or smartsheets. From this analysis compile reports and advise management on staff time, budget, and number of ADA requests processed.
30%	E	Responsible for the review, editing and analysis of CEQA/ NEPA environmental documents & transportation planning documents to ensure compliance with state and federal requirements for format, content, and legibility by the public. Summarize complex technical findings when needed. This work requires using electronic document publishing software and templates. Review and edit content of planning and environmental documentation to ensure that they are consistent with internal policy. Analyze and make recommendations to ensure that policy consistency is achieved in the content of our environmental/ transportation planning studies that are available in both written and web format. Peer review and edit materials for project websites, provide analysis and recommendations as needed. Develop and peer review/edit public information meeting content (including poster board production) for both virtual and in person hard copy/digital meeting materials. Prepare, review and edit public notices prior to publication.
10%	M	Participating in document improvement efforts (style guide, document templates, printing and page design requirements, periodic publications informing employees of document-writing. requirements). Writing or editing special projects for district personnel (projects may include articles for district publications, newsletters, and other special assignments). Create reports based on surveys of external partners and Caltrans staff related to the successful utilization of graphics and the engagement portal. Recommend program/process improvements based on the results of these surveys and associated analysis. Assist in integrating ideas and feedback from a variety of customers and translate them into flyers, brochures, posters, display boards, newsletters and print advertising. Poster board production and mounting. May participate in digital photography, scanning, videography and editing.

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 involve supervision over others. Under the direction of a Senior Transportation Planner, the Analyst is

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expected to work independently with little supervision and may act as lead worker.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of state and federal digital compliance laws and policies. Functional web design experience and computer skills, including HTML coding, multiple web platforms, like Sitecore and Drupal, Microsoft Suite Accessibility Check, Adobe Acrobat DC Pro, PDF Accessibility Checker 3 (PAC 3), and CommonLook.

Knowledge of graphic design; techniques of interpreting statistical data; time management; team-building techniques and principles. Grammar, editing and technical writing principles. Document publishing software, especially Microsoft Word.

Ability to operate computers with Microsoft Word, Excel, Adobe Illustrator, Photoshop, InDesign and other graphic and video software, as well as, digital photography. Ability to communicate well both orally and in writing and deal effectively with people and present ideas to a large or diverse audience. Ensure compliance of Caltrans environmental documents with state and federal regulations governing the writing of such documents and to learn departmental programs and objectives.

Interpret statistical charts, graphs, tables and other technical information. Write material that is understandable to the general public. Effectively communicate, using text, figures and photographs, the results of technical studies in the natural and social sciences. Ensure that Caltrans environmental documents comply with state (California Environmental Quality Act) and federal (National Environmental Policy Act) regulations governing the writing of such documents. Ensure that environmental documents are written in plain language and use appropriate graphics so that the public can readily understand them.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The analyst plays an important role in the compliance with Assembly Bill 434/government code 11546.7 and other state and federal mandated web accessibility standards. If responsibilities are not carried out in an expeditious and accurate manner, we risk non-compliance for lack of accessibility to all web users.

PUBLIC AND INTERNAL CONTACTS

The position requires regular contact with appropriate district and headquarters functional staff and occasionally with local agency staff, the public, the media, decision-makers and consultants. The incumbent will work closely with other functional units such as, Environmental Planning, Transportation Planning, Project Management, and Landscape Architecture, to ensure timely delivery of graphics, document remediation and web content as required. Some contact with the public may be required. In these and all interactions, it is expected that the Incumbent will represent the department in a professional and cooperative manner.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee may be required to sit for long periods of time using a keyboard and video display terminal. Must be able to develop and maintain cooperative working relationships; be tactful and treat others with respect. The incumbent is expected to accept personal responsibility for successfully meeting delivery milestones and exercise sound, professional judgment and tact. There is also an expectation that all employees will honestly report their time and communicate with the STP regarding leave requests. The incumbent is also expected to be somewhat flexible as assignments and duties can change over time. Also, occasional overtime may be required to meet the operational needs of the Division and the Department. Must be able to organize, prioritize, concentrate for long periods of time, formulate effective strategies, multi-task, adapt to changes in priorities, and complete complex tasks or projects with short notice. Must quickly grasp new information and comprehend technical policy and procedural documents.

WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquarterd location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquarterd location will be the responsibility of the selected candidate. Additional occasional travel to other district offices or locations throughout the State for trainings, meetings, or conferences that may include overnight travel may be required.

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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
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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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