

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Maintenance/Headquarters (Dist. 56)/Personnel & Field Support	
WORKING TITLE Maintenance Personnel Liaison	POSITION NUMBER 913-660-5393-918	REVISION DATE

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under direction of the Office of Personnel & Field Support (OPFS) Chief, a Staff Services Manager I, the incumbent will serve as a Personnel Liaison for the Division of Maintenance (Division). As a Personnel Liaison, the incumbent will provide outstanding customer service, guidance, direction, and support to Division staff and management on personnel related actions - which involve confidential, sensitive, or personal information. The incumbent will support Division supervisors and managers with advertising and filling vacant positions and temporary assignments in accordance with the Division of Human Resources' policy and procedural requirements. The incumbent will develop, lead, and/or conduct special projects.

CORE COMPETENCIES:

As an Associate Governmental Program Analyst, 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. (Cultivate Excellence - Innovation)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Cultivate Excellence - Equity, Integrity, Pride)
- **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. (Advance Equity and Livability in all Communities - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Equity, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Equity)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Diagnostic Information Gathering**: Identify information needed to clarify a situation, seeking that information from appropriate sources. (Cultivate Excellence - Equity, Innovation, Integrity)

TYPICAL DUTIES:

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

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50%	E	Personnel duties include, but are not limited to: preparing, submitting, and tracking Position Action Request Form (PARF)/Appointment Request Form (ARF) packages to fill vacant positions; preparing, submitting, and tracking Temporary Assignments (i.e., Out of Class Assignments, Rotations) to temporarily fill vacant duties; performing Division Position Management; tracking of positions and vacancies, reviewing Position Tracking Automated System (PTAS) reports for accuracy, creating, monitoring and/or revising of organizational charts; performing Position Management projects involving the statewide Maintenance Program; meeting deadlines; consulting with supervisors and managers, customers, and Division of Human Resources (DHR) utilizing effective communication (both written and verbal) as related to programs, positions, or employee requests; developing classification change and position upgrade/establishment justification documentation; providing duty statement support (e.g., create, review, edit, revise); Blanket position moves; monitoring and reviewing Electronic Certification Online System (ECOS) position advertisement bulletins, sometimes with Division supervisors and managers; monitoring, managing, and maintaining a shared personnel email account, daily logs, and files in a team environment, and supporting the Division's Personnel related matters, at the Headquarters level.
20%	E	Complex organizational proposal/concept analysis duties and sensitive classification issue analysis duties include, but are not limited to: reviewing proposed personnel actions for conformity with regulations, classification, bargaining unit language, and best personnel practices; ensuring that such proposals comply with Division of Human Resources' (DHR) policy and procedural requirements; independently preparing written proposals for classification and organizational changes needed as a result of changing governmental regulations, personnel resources, and/or operational demands.
15%	E	Perform and serve as a resource to managers, supervisors, and employees in providing general personnel information and referral as the subject matter expert to internal customers who seek guidance on miscellaneous personnel matters (e.g., hires, backfills, Hire Above Minimum, Out of Class Assignments, Rotations, Justifications, hiring freeze exemptions, equal employment opportunity, Family Medical Leave, Retired Annuitant hires, separations, Hiring Considerations, Catastrophic Leave Requests, ECOS job advertisements, Post & Bid announcements, Fair Political Practices Commission and Conflict of Interest reporting); creating and developing desk procedures and Maintenance Best Practices Bulletins in the Microsoft Office Suite, providing exceptional customer service, working in an organized manner within a team, utilizing effective written and verbal communication, professional email etiquette as the Personnel Liaison in a shared email inbox, on a state telephone, and in-person; Coordinating and partnering with DHR on issues with statewide impact and lead special projects as deemed necessary by the OPFS Chief.
10%	E	Developing, and/or conducting special projects (e.g., weekly, monthly, annually). Provide regular and impromptu updates to management. Analyze and prepare monthly Office Chief Report's personnel statistics (e.g., vacancies, Senate Bill 1 positions, PARFs, duty statements, vacancies) with effective written and verbal communication and PivotTables and graphs. Project management (initiating, planning, executing, monitoring, and finalizing project). Develop Family Medical Leave packages as outlined by federal law, upon supervisor and employee request.
5%	M	Backup analyst to Fair Political Practices Commission Conflict of Interest Form 700, Title VI of the Civil Rights Act of 1964, Student Assistant and Volunteer Program Coordinator. Liaison to Division supervisors, managers, and students regarding the Student Assistant and Volunteer Programs; processing and reviewing, appointments, time sheets, and separation documentation for DHR and University Enterprises Incorporated. Administrative tasks ranging from contract management services to authorizing final payment for completed services to maintaining contract documentation.

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 supervise.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of: the Department's and the Division's mission, vision, and goals; classification principles used in analyzing and describing positions; techniques of employee recruitment; employee relations and performance evaluation;

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principles, practices, and trends of public administration, and organizational management. In addition, the incumbent must be familiar with Department policies that relate to personnel.

The incumbent must be proficient in administrative and application procedures and systems such as: word processing; managing files/records/databases; office computer programs such as Microsoft Excel, Word, PowerPoint, Access, Outlook, Visio and Adobe Acrobat.

The incumbent must have the ability and analytical skills to: perform research in various personnel and organizational fields; interpret and apply laws, rules, standards, and procedures; analyze and solve difficult technical personnel problems; effectively maintain the confidence and cooperation of others; analyze data and present ideas and information effectively; be independently responsible for decisions and actions having broad implications on various aspects of personnel management.

The incumbent must be: a team player, customer service oriented, detail oriented, and reliable. The incumbent must have a positive attitude and effective communication skills.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for analyzing organizational and classification issues to determine the operational impact on the Division. Errors in analysis or judgment could result in incorrect or illegal recommendations, inappropriate management decisions, and inadequate personnel resources, which could seriously hamper program delivery and effectiveness. Errors in the interpretation of personnel practices, processes and procedures could result in negative impacts to individual employees. Errors in policy interpretation or action may trigger employee complaints and/or grievances.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have daily contact with employees, supervisors, and managers in the Division as well as Division of Human Resources staff.

The incumbent must communicate with all levels of staff within the Division, Department, and other Divisions, Programs, and State agencies. May be required to travel overnight, on occasion, to various locations within the State.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a telephone, computer, keyboard, mouse and monitor. Typically the incumbent uses a computer, Video Teleconference (VTC), face-to-face communication or telephone to conduct customer support communication activities. The incumbent may be required to handle or carry office materials in boxes typically weighting 8-10 pounds.

The incumbent must be able to work within tight time frames, short-term deadlines, and changing priorities, while retaining composure and remaining calm and productive.

WORK ENVIRONMENT

Work environment is on the third floor of a six-story, climate controlled, office building, with stairs, elevators, carpet, artificial lighting, and functional open space cubical style workstations. May be permitted to 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.)

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