

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Office of Talent Management	
WORKING TITLE Learning & Development Analyst	POSITION NUMBER 913-350-5393-917	REVISION DATE 10/11/2024

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 the direction of the Branch Chief in the Office of Talent Management, a Staff Services Manager I (Supervisor), the incumbent, an Associate Governmental Program Analyst, serves as the Learning & Development Analyst in the Learning & Development Services Branch. The incumbent performs journey-level and the most complex administrative duties in support of the Office of Talent Management/Learning & Development Services Branch. The incumbent is responsible for designing, developing, implementing and evaluating professional development initiatives. The outcome of those initiatives supports the creation of a comprehensive 2070 Program training program that improves individual and organizational effectiveness.

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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **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 First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, 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 First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **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 First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **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 First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

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- **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 First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
25% E	Designs and develops virtual instructor led trainings, computer-based trainings, instructional videos, and other learning and development products for the 2070 Program. Researches and analyzes source materials and/or uses source materials provided by subject matter experts to define learning objectives, designs materials using division-specific style and graphics, and develops products according to established timelines. Works with all levels of 2070 Program management and staff for review and feedback related to learning and development products. Ensures all materials are complete, accurate, effective, and accessible to individuals with disabilities prior to publishing and making available to customers.
25% E	Analyzes the 2070 Program's training and development needs and trends and makes recommendations for improvement. Coordinates the use of the Learning Management System (LMS) including tasks such as establishing courses, processing training requests, enrolling employees into courses, tracking attendance, and tracking mandated training compliance for the Program. Researches best practices and recommends improvements for the use of the LMS and tracking and reporting LMS and training related data.
25% E	Provides project management services and support within the Office of Talent Management and to internal customers within the Divisions of Traffic Operations and Safety Programs. Responds timely to customer inquiries and requests and elevates issues as necessary. Uses facilitation techniques, skills, tools and methods to coordinate, set up, support and/or facilitate learning and development events such as training classes, workshops, academies, webinars, and/or conferences. Facilitates meetings and follows up with communications within the Office and/or with internal customers (including tasks such as creating meeting agendas that clearly identify the purpose and objectives, breaking down topics into key points, allowing adequate time for specific items, documenting decisions and action items and communicating outcomes timely to all stakeholders).
20% E	Creates various types of documents including but not limited to flyers, job aids, procedures, reports, spreadsheets, and trackers using programs including but not limited to Canva, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Planner, Tableau, and Adobe Acrobat to effectively communicate information to various levels of staff and management. Uses a project management application and planning tools to create plans, track and manage tasks and deadlines, store and maintain files, and facilitate internal teamwork and external collaboration. Develops, maintains, and updates a desk manual that aids in training new employees and serves as a reference tool for team members.
5% M	Completes a variety of special projects and assignments as needed by the Division Chief, the Chief Safety Officer, Deputy Division Chiefs, Office Chiefs, and Branch Chiefs. Performs other work commensurate with the Associate Governmental Program Analyst classification. Provides administrative support and serves as a backup to other Division staff as needed. May occasionally act for the Branch Chief in their absence.

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

None. May act in a lead capacity or serve as a subject matter expert for duties outlined above. May occasionally act for the Branch Chief in their absence.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles and methods of public and business administration; fiscal and personnel management; training; administrative and resource functions; principles and practices of office methods; the Department's Mission, Vision, Values,

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Goals; and the Department's Strategic Plan.

Ability to: Communicate effectively both orally (including presenting) and in writing with multiple audiences; multitask, and meet deadlines; analyze situations in an impartial manner, develop alternatives, and recommend an effective course of action; develop and deliver training modules and presentations. Requires the ability to establish and maintain cooperative relationships with individuals and organizations contacted in the course of work; collaborate with other team members to achieve common goals and complete assignments in a group setting; and work independently and be able to research and perform technical functions with minimal supervision.

Must be able to apply sound judgment in problem solving. Must exhibit tact, professionalism, and be customer service-oriented; have a thorough knowledge of analytical/ problem-solving and decision-making principles; work productively in a busy and often changing environment; organize/prioritize work assignments; perform multiple tasks simultaneously; and accurately and timely follow-up on issues. Must be decisive, take appropriate actions, and complete tasks or projects with a short notice.

Must be able to effectively use a personal computer, phone, and general office equipment. Requires proficiency with Microsoft (MS) Office programs (including MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Teams), Adobe Acrobat, Cisco WebEx, and using the Internet.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position is responsible for making independent action and taking initiative to carry out assigned duties. The incumbent's decisions and actions have a direct impact on the Traffic Operations Program and the Department. Inability to carry out this position's responsibilities could result in: adversely affecting public safety and/or result in tort liability for Caltrans; increased expenses resulting from lost Transportation System productivity; litigation that could delay and/or add substantial cost to essential projects or activities; inability to quantify performance in meeting the Department's strategic goals and safety and mobility commitments; loss of credibility and public confidence in Caltrans as a responsible public agency.

PUBLIC AND INTERNAL CONTACTS

The incumbent must maintain the highest level of professionalism and integrity, exhibit tact and diplomacy, and effectively communicate with all internal/external contacts.

Internal contacts include various Caltrans districts and divisions (including Design, Construction, Maintenance, External Affairs, and Engineering Services). External contacts include the Legislature, Governor's Office, CHP, FHWA, construction industry representatives, local agencies, other states, national experts, academia, the private sector, and the general public.

The incumbent must communicate effectively orally and in writing, by telephone, via email, and by web conferencing. The incumbent is also required to facilitate, participate in, and host meetings.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must: quickly adapt behavior and work methods in response to new information/priorities and unexpected obstacles; multi-task; effectively interact with many levels of people in a cooperative manner; be decisive; take appropriate actions; and complete tasks or projects with a short notice. Must be able to maintain focus and intensity, yet remain optimistic and persistent, even under adversity. The incumbent shall act in a fair and ethical manner toward others; value cultural diversity and other individual differences in the workforce; and demonstrate a sense of responsibility and commitment to public services. The incumbent must be able to develop new insights into situations and apply innovative solutions to make organizational improvements; grasp the essence of new information and master new technical and business knowledge, particularly in the area of outreach; and facilitate and maintain a work environment that encourages creative thinking and innovation.

Must have the ability to work with a computer and have manual dexterity. Required to sit for long periods of time using a computer, monitors, phone, and other office equipment. The incumbent must be able to occasionally lift up to 25 pounds without assistance. Bending, stooping, and pulling may be required within the normal course of performing some of the responsibilities associated with this position. May be required to speak in front of large groups.

WORK ENVIRONMENT

This position's headquartered location is Sacramento, CA. While at the base of operation, the incumbent works in a climate-controlled office under natural and artificial lighting. Due to periodic issues with heating and air conditioning, building

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temperatures may fluctuate. Multi-floor buildings are equipped with elevators and stairs.

The incumbent may be required to travel periodically to other office buildings (federal and state offices, district offices, local agencies, etc.) and indoor/outdoor field locations. While at field locations, the incumbent may be exposed to uneven surfaces, noise, and varying climate conditions. The incumbent may be required to travel within the state and may be required to travel out-of-state for business operations. Possession of a valid driver's license is required to operate a State owned, leased, and/or personal vehicle. The environment is fast-paced, demanding, and busy; and requires considerable flexibility in managing time, priorities and assignments. Vacations may be restricted during peak times.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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