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CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION District 03 / Maintenance Support	
WORKING TITLE Adopt-A-Highway / Sustainability Coordinator	POSITION NUMBER 903-600-5393	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of a Staff Services Manager I, the incumbent is responsible for the District's Adopt-A-Highway (AAH) program. As the primary lead contact for information on the program, the incumbent conducts continuing community outreach activity to promote and explain the AAH program to the public, local government agencies and other Caltrans personnel; issues AAH information upon request from the public; processes AAH permit applications; ensures applicants meet the criteria of the program; maintains the District's AAH database; submits reports to Caltrans Headquarters (HQ) on a timely basis; and communicates program information with active AAH participants by telephone or in writing. Incumbent will serve as the Maintenance Sustainability Coordinator and will be responsible for developing the Divisions sustainability efforts. The incumbent works closely with HQ, District personnel and others who are essential to the successful administration of the AAH and Sustainability programs. Must possess a valid Class C California Driver License. Duties include but are not limited to the following:

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action Advance Equity and Livability in all Communities - Innovation)
- **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)
- **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. (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 - Integrity)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (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)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (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)
- **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 - Equity)
- **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 - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (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)

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- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (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)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
35% E	The incumbent is responsible to maintain the District's AAH database on a continual basis to ensure it is accurate so that reports can be generated upon request. Generates the monthly litter reports for HQ, other program participants and the media upon request and submits this information on a scheduled basis. The incumbent will work with HQ to upgrade the AAH database with updates as they become available. The incumbent shall exercise independent judgment and discretion to continually analyze and interpret the AAH Program Guidelines and Coordinator's Handbook that is available on the Caltrans intranet to ensure they are applying all the new program policies and procedures to the program. Perform twice monthly reviews of IMMS reporting to ensure that AAH related work is being reported properly by IMMS users. Utilize information from IMMS to report program counts to HQ each month. The incumbent works with the district's Public Affairs Office (PAO) to promote and explain the AAH program as a continuing community outreach activity. The incumbent shall distribute AAH information upon request to the public and shall conduct general information meetings as necessary. These meetings include groups such as schools, volunteer clubs, local government agencies, etc. May be required to work outside of normal work hours in the evenings or on weekends. The incumbent shall use independent judgment and discretion while working with the Public Information Office (PIO) to answer questions from the media and assist in preparing media news releases. The incumbent shall prepare informational fliers to the AAH groups on scheduled events such as state wide clean up campaigns. Responsible for the resolution of any complaints or negative program issues to ensure the continued success of the AAH program. The incumbent shall work with the HQ AAH Coordinator on a continual basis to remain in compliance with the policies of the program. Responsible to continually update the AAH available and wait lists for adoption sites and distribute this information to the field upon request.
25% E	Incumbent will be a member of the District Sustainability Committee as well as the Division Sustainability Committee. Incumbent will be responsible for attending Sustainability Committee meetings and interpreting the information given to develop procedures for District 3 Division of Maintenance. Incumbent will analyze, review, research and make recommendations on how to integrate and implement sustainable concepts and ideas into current practices as well as in future planning. Incumbent will be responsible for conveying information both to to the Maintenance Division Sustainability Committee meeting as well as the District Sustainability Committee. Incumbent will work with the Maintenance Sustainability liaison to develop an agenda and answer questions as the subject matter expert regarding sustainability efforts. Regular communication with Supervisors and Superintendents within the District as well as Maintenance Engineers is necessary to ensure efforts and goals are being reached. Incumbent will need to track and monitor progress and be able to report on performance measures on a quarterly basis.
15% E	Responsible for the distribution and receipt of AAH permit applications from parties interested in participation in the program and evaluates them to make sure the applicants meet the basic criteria established in the AAH program. The incumbent shall forward the AAH permit applications to the office of Encroachment Permits for processing and follow through with the permit process to ensure applicants receive an active permit. Responsible to monitor the performance of the AAH participants by continual dialogue with the groups and with Caltrans personnel to ensure the performance meets with established guidelines and permit requirements. The incumbent shall issue letters of non-compliance to groups that fail to follow the requirements of the permit and offer to counsel the participants in an effort to improve their performance. Exercises independent judgement to determine what AAH groups may apply for new permit upon permit renewal time and will issue them the appropriate paperwork on a prompt basis.

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10%	E	The incumbent shall process all sign requests for the AAH program, both for new and existing applicants. Responsible to analyze and review sign requests so that they are in strict compliance to the most current AAH Guidelines policies and procedures on highway signage regulations. The incumbent shall work with the District Traffic Department for the installation of new AAH signs on state highways. Responsible to work with the District sign shop to fabricate AAH sign panels or will work directly with the AAH group or contractor if the sign panel will be completed at a commercial sign shop. The incumbent will be required to install and remove AAH sign panels when it is determined to be necessary or the most efficient installation/removal method.
10%	E	The incumbent shall train supervisors to perform Safety Orientations in the field and participate in the training of new group leaders before the groups begin their work initially along the state highways to ensure they work in a safe and responsible manner following policy and procedures. Shall attend periodic supervisors and superintendents meetings to review AAH IMMS reporting procedures, discuss performance of AAH site reviews and enforcement of Encroachment Permit requirements to maximize performance of AAH participants and assure that safety requirements are being followed. Inform supervisors of responsibility to provide all AAH groups with the necessary safety gear before they begin to work, supply safety gear and litter bags as needed throughout the permit period, and return phone calls to participants in a prompt and courteous manner.
5%	M	Attend Statewide AAH Coordinators meetings, which may require travel outside of the district for a period of several days, one or more times per year. Provide continuous system training and oversight to AAH staff on data inputting; program updates and improvements. Assists with the coordination of monthly Emergency Operation Center drills.

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

Normally this position does not supervise; however, the incumbent may be called upon occasionally to lead student assistants, volunteers or other labor temporary in nature.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Should have a good working knowledge of highway maintenance standards and Maintenance Manual Volume I and II and have a knowledge and understanding of the Caltrans Encroachment Manual and the AAH Program Guidelines and Coordinators Handbook. Must have the ability, both written and orally, to communicate effectively and make clear oral presentations to management, staff, and the public, including the media. Ability to think and work independently, with minimal supervision is required. Incumbent must utilize a personal computer and be familiar with Excel, Word, PowerPoint, Lotus Notes and Access software to access and successfully utilize the AAH Access Database. Proficiency in creating and maintaining supportive spreadsheets and databases using current Maintenance Program standardized software is necessary. Must have the ability to do independent investigations, reach sound conclusions, prepare documents and reports for making improvements or changes to existing procedures and standards, when necessary. Must be able to judge work quality. Must have a general knowledge of highway sign installation procedures and familiarity with the hand and power tool necessary for sign panel installation and removals.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position has responsibility for independent action and initiative in carrying out regularly assigned duties as well as completing assigned projects that have statewide program significance in various arenas. Incumbent must possess good personal judgment, diplomacy, and a high degree of reliability. Errors may compromise the safety of AAH participants. Errors may result in monetary loss to the State, substantial misunderstanding between the State and other agencies or the public, breakdown in communication and loss of confidence and credibility with staff and other agencies involved. The consequences of not gathering, processing and distributing important information could result in adverse public reaction, loss of credibility, and inefficient operations in the Maintenance Program.

The incumbent is responsible for their own actions, decisions, quality of work and proper use of State time, equipment and materials. Improper use of State time, equipment and material, inability to perform the essential duties stated above, failure to adhere to established policies, procedures and guidelines could lead to adverse action and possible termination.

PUBLIC AND INTERNAL CONTACTS

Meets and confers with many different operational and management levels within the Department, the district, outside agencies and local interest groups. The incumbent is required to maintain continuous relationships with HQ and District staff at levels ranging from Maintenance Supervisors, Area Superintendents, Maintenance Managers, up to and including Deputy Directors. Incumbent will need to continuously communicate and cooperate with personnel from other agencies and various HQ

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Maintenance staff to ensure a satisfactory operation of various programs.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Will be required to operate a State vehicle in order to review AAH work sites, including driving onto the shoulders and merging back into high speed traffic. Must be able to walk throughout the work sites to review areas if needed, including walking on uneven terrain and on slopes. Will be required to lift, bend, kneel, reach, push, pull, walk, sit and stand for long periods of time. Must have the ability to ascend and descend ladders. Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems; and acknowledge the various responses. Employee must be able to work alone or in a group environment.

WORK ENVIRONMENT

Incumbent when performing office duties will work in a climate controlled office setting under artificial lighting; however, due to periodic problems with the heating and air conditioning systems, the building temperature may fluctuate. Incumbent will be exposed to computers, various lighting conditions, and stand or sit for prolonged periods; must be able to work at a keyboard and focus on complex tasks for long periods of time and must be able to organize and prioritize large volumes of work and documents.

Incumbent will also be required to work in the field extensively in a wide range of sometimes-extreme conditions including snow, rain, fog and heat. Fieldwork will require the incumbent to traverse a variety of terrains and slopes. When performing fieldwork, the incumbent is required to utilize the following personal protective devices.

- A. Work boots, in good and sturdy condition, must be worn to provide foot and ankle support protection.
- B. Either long or short sleeved shirts provided by Caltrans, or a safety vest is to be worn over non-safety shirts or coats.
- C. Long pants. No shorts or cutoffs.
- D. Provided safety gear such as hard hat, safety glasses, and hearing protection devices must be worn when required by the Department.

This position may be required to work overtime due to storms, emergencies, special work projects, or when the Supervisor deems that it is in the best interest of the state.

The incumbent's normal working hours will be set sometime between 7:00 a.m. and 5:00 p.m. Overtime may be required, including working on evenings and weekends. Travel throughout the district and the state may be required. Assignments in the field will be required where exposure to high speed traffic will occur. Incumbent will be required to extensively walk in the field to review various issues. The incumbent will be required to wear and use mandated personal safety equipment and follow all policies, procedures and safe work practices.

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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