

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION D54/Construction Training and Environmental Compliance	
WORKING TITLE Construction Course Developer and Training Coordinator	POSITION NUMBER 913-500-5393-XXX	REVISION DATE 10/07/2024

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 Office Chief, a Supervising Transportation Engineer, the incumbent provides analytical and administrative services within the Division of Construction, with a focus on supporting the Construction training program. The incumbent will consult with Construction management team to identify training needs, and develop creative solutions to address statewide training issues. The incumbent will coordinate, develop, and implement the most cost-effective and efficient training for statewide Construction staff, which includes, but is not limited to, e-Learning (online) training and classroom training delivery. This position is an integral part of the Construction workforce development team as well as a component of the Department-wide Project Delivery professional development program. This program provides technical training to the Capital Outlay Support (COS) staff, and evaluates the effectiveness of training delivered for continuous improvement. This position is located in Sacramento.

**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 - Innovation)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Engagement)
- **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. (Cultivate Excellence - 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. (Cultivate Excellence - Integrity)
- **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. (Cultivate Excellence - Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - 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. (Cultivate Excellence - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Integrity)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Innovation)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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40%	E	Design, develop, and implement competency-based, interactive e-Learning training solutions, which include, but are not limited to: collaboration with Subject Matter Experts (SMEs) and other stakeholders to identify training needs and develop course objectives; identifying instructional design strategies to address performance-based training problems; using computer applications to develop instructional programs and content, which may include presentations, online courses, webinars, or teleconferences; using computer software such as Articulate Storyline, Adobe Captivate, Adobe Creative Cloud, and Blackboard Learn; evaluating a program's effectiveness to determine where improvements may be required and making revisions as needed; and creating technical documentation to support e-Learning processes and functionality.
25%	E	Serve as the Division's Training Coordinator, and provide administrative support for all courses and training materials delivered or developed by the Division. Responsibilities include, but are not limited to, announce training sessions to target audiences, process training requests, develop and maintain class-rostros for pilot courses and Train-the-Trainer sessions, securing of training facilities, coordination and preparation of course materials, and working with course instructors and vendors to ensure that quality training sessions are delivered.
20%	E	Serve as the Learning Management System (LMS) Session Administrator for all courses delivered by the Division. Enroll students statewide, open and close course sessions, and certify training completion in LMS. Provide administrative support and generate quarterly LMS reports, tracking all Division training courses delivered and their associated training hours for all learners.
10%	E	Track all Division training expenditures using AMS Advantage data and prepare monthly, quarterly and ad-hoc reports, as needed. Update quarterly Performance Report, as applicable, tracking mandatory courses for all Division personnel to ensure compliance.
5%	M	Serve as an alternate in the administration and support of the Resident Engineer (RE) Certificate Program, including final verification of candidates' training history and eligibility, issuance of certificates, maintaining a database of RE Certificate holders, and updating the Program webpage.

<sup>1</sup>ESSENTIAL 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**

The position does not supervise others but will occasionally act as a lead person or process improvement team leader for course development support or training business processes.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Ability to communicate effectively in writing and verbally with senior management, district and headquarters contacts and peers, functional experts, as well as customers and program stakeholders. The work requires the knowledge of the principles and methods of employee training and development, training resources and equipment.

The incumbent must be able to assimilate and evaluate technical and procedural input from various sources, develop alternative courses of action and make objective recommendations on all issues relating to this position. Must be able to establish and maintain project priorities.

The employee must establish and maintain cooperative working relationships. Possess the ability to work within a team environment, to juggle multiple projects, adapt to frequent changes, and work independently and well in an interdisciplinary team, and function in a lead capacity when called upon. Meeting facilitation will be required and must participate in team activities in a way that encourages creative thinking and innovation.

Knowledge of and the ability to use a personal computer equipped with e-mail (Outlook), word processing and spreadsheet software including Microsoft Office Suite, enterprise programs for financial management (AMS Advantage), learning management system (LMS), testing management system (TMS), and enterprise training platform (CT-Learns).

The incumbent must be able to recognize opportunities to eliminate unnecessary administrative procedures and recommend innovative and effective options that conserve resources and more efficiently achieve program goals. The incumbent must be able to initiate, plan, develop, and evaluate existing systems and recommend and support changes to management.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

This position works in direct support of Division workforce competency improvement and project delivery. Failure to follow through on duties and assignments may result in higher training delivery costs, underutilization of training resources, and lost

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opportunity to improve employee skills and performance. Decisions based on the information provided by the incumbent are directly related to the effectiveness of the Division in meeting its goals, objectives and delivery responsibilities. The consequences of not completing assignments may result in a loss of program credibility, program support and funding, and limit opportunities for employee development and technical training.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent interacts with all levels of staff and management on a daily basis. The incumbent must also communicate effectively with vendors, contractors and consultants. The incumbent values cultural diversity, as well as other individual differences, in the workforce.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physically, the incumbent will be required to sit for long periods of time using a keyboard and video display monitor; load and unload materials, supplies and audio/visual equipment onto and off of a cart; focus for long periods of time; and occasionally bend, stoop or kneel to pack and unpack training materials.

Mentally, the incumbent will be required to grasp the essence of new information and master new technical and business knowledge; multi-task, adapt to changes in priorities, and complete tasks or projects with short notice; concentrate in order to review and create documents and meet strict deadlines at times; and understand the association between administrative competencies and mission needs.

Emotionally, the incumbent will be required to work with others in a cooperative manner; deal effectively with pressure; maintain focus and intensity yet remain optimistic and persistent; and adjust rapidly to new situations warranting attention and resolution.

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### WORK ENVIRONMENT

Incumbent will be exposed to various work environments. While working in their assigned cubicle, the employee will work in a climate-controlled office under artificial light. Due to periodic operational problems, the building temperature and lighting conditions may fluctuate or change. The employee may be required to sit or stand for extended periods of time, if working as an instructor or lead on an assignment. The incumbent will be using a keyboard, mouse and video display monitor or laptop computer with or without an external monitor. Occasional travel to training facilities may be required on an irregular basis.

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.

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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.)

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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