

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Admin / Compliance Mgmt / Employee Services/	
WORKING TITLE Employee Engagement Administrator	POSITION NUMBER 904-082-5393-XXX	REVISION DATE 10/23/2024

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 general supervision of the Manager of Employee Services a Staff Services Manager I, the incumbent serves as the Employee Engagement Administrator for District 4. In this role, the incumbent is a staff level analyst for various employee engagement activities and is responsible for helping promote a positive and healthy organizational culture. The incumbent will create conditions where employees can perform at their professional best. They will research, analyze, and interpret trends in employee engagement that support Caltrans' goal of Organizational Excellence: "be a national leader in delivering quality service through excellent employee performance, public communication, and accountability." The incumbent will work in partnership with colleagues, complementing their efforts focused on recruitment and staff development. Responsibilities include but are not limited to the development and implementation of internal marketing and communication strategies, recognition programs and events in collaboration with the district's executive team ensuring initiatives are in alignment with the strategic priorities with a focus on improving culture and employee engagement.

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.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Business Acumen:** Ability to perform essential functions of position with insight, acuteness, and intelligence in the applicable areas of commerce and/or industry. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	As the administrator of employee engagement, the incumbent is responsible for driving strong engagement and initiating lines of communication with all District 4 employees. The incumbent will seek out new ways to engage with employees. The incumbent will have knowledge of what motivates, engages, and retains employees and will use this to shape engagement activities. This includes the development and execution of employee communication plans and long-term strategies encompassing key initiatives to promote and achieve a culture of service excellence. The incumbent will keep abreast of industry best practices and innovations and will identify and implement metrics to measure performance in order to continually evolve and improve the program. The incumbent will develop new and innovative ways to engage with employees, including seeking and acting on their feedback to identify effective methods and best practices. The incumbent will research, analyze and interpret trends in employee engagement and make presentations to senior stakeholders and partners while strategically collaborating with and building relationships across functional division.
30%	E	The incumbent is responsible for representing Caltrans by independently establishing and maintaining professional recruiting relationships with qualified schools, local workforce development boards and the Employment Development Department. The incumbent will prepare and deliver presentations to interested groups about Caltrans employment and career opportunities. Coordinates the participation of district staff in on-campus and virtual job fairs and special recruitment activities associated with entry-level positions. Maintains equipment associated with the recruitment program. The incumbent will recruit, identify, and maintain a current list of District 4 division representatives to attend recruitment functions and will personally attend recruitment events and functions as needed to ensure District 4 presence throughout the Bay Area.
25%	E	The incumbent will be responsible for developing and managing content for the Office of Employee Services intranet pages and publications including but not limited to: the employee engagement newsletter "The Pathfinder", career fair and recruitment event flyers, career fair calendar, and various tracking reports. The incumbent will also collaborate with other functional units within the Division of Administration to ensure that intranet pages and related content are consistently updated and accurate, facilitate the New Employee Orientation, attend meetings, and deliver presentations that may require travel across the Bay Area.
5%	M	The incumbent is back up support for Training Officers as needed to produce, update and distribute monthly training compliance reports to Division Training Representatives in an effort to support employee mandated training compliance on a monthly basis. May complete other assignments as needed.

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; however, the incumbent may be asked to act in the capacity of the SSMI.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have strong written and verbal communication skills. Must be able to give verbal presentations. Must have strong interpersonal skills and apply cultural sensitivity while working with district personnel at all levels. Must be able to analyze and identify problems and research reasonable remedies. Must have tact, diplomacy, flexibility, willingness to take direction and constructive criticism. Incumbent must fully understand the sensitivity of dealing with issues that affect the work environment of the district while ensuring confidentiality and privacy of information received.

Ability to: Communicate and follow direction at a level required for successful job performance. Ability to modify and change work methods to solve various problems encountered in daily operations. Ability to Interact cooperatively and effectively with multi-disciplinary staff. Ability to analyze administrative problems and make recommendations to management about how to adopt an effective course of action; reason logically and creatively; consult with and advise administrators and other interested parties regarding subject matter within the area of assignment: develop and implement new and revised methods and procedures;

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

ensure operational effectiveness of the Program; establish and maintain cooperative working relationships; present ideas and information effectively; demonstrate capacity for assuming increasingly complex administrative responsibility. Ability to interact as

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

a team member in a fast-paced environment.

cooperative working relationships; present ideas and information effectively; demonstrate capacity for assuming increasingly complex administrative responsibility. Ability to interact as a team member in a fast-paced environment

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must understand that he/she will be exposed to highly confidential and sensitive material and information and act accordingly. Additionally, errors in judgment and inappropriate actions of the incumbent could reflect adversely on District 4, Caltrans, and the California State Transportation Agency.

PUBLIC AND INTERNAL CONTACTS

Independently confer and communicate with all levels of staff and the public; supervisors, managers and employees with the Department, headquarters and other state agencies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Incumbent must be able to travel to meetings throughout district boundaries. The incumbent may be required to sit for long periods of time using a personal computer. Will be required to assist with set up of training classroom and workshop facilities with the necessary equipment and move boxes/equipment weighing up to 20 pounds. Requirements include punctuality and good attendance.

Mental: Will be required to engage in sustained mental activity to produce reports, problems solving, analysis and reasoning; must have the ability to multi-task, adapt to change in priorities, and complete tasks or projects with short notice; must be responsible and reliable.

Emotional: Incumbent will be required to develop and maintain cooperative relationships with staff at all levels; respond appropriately and tactfully to difficult situations with emotionally charged individuals, issues or problems. Must be able to maintain confidentiality and will exhibit a calm, professional demeanor when interacting with others, especially when interacting with upset customers.

Requires sufficient mental strength, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

WORK ENVIRONMENT

While at their base of operation, the employee will be required to work in a climate-controlled office under artificial light and potentially fluctuating building temperatures. Field visits and off-site meetings may be required before or after hours. Employees may be required to travel within the state. This position may be eligible for telework. The amount of telework is at the discretion of the Department and is 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 headquartered location. Business travel reimbursements consider an employee's designated Headquarters Location and 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.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

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)

Sheila Tavassoli

SUPERVISOR (Signature)

DATE