

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION External Affairs/Public Affairs	
WORKING TITLE Administrative Analyst	POSITION NUMBER 900-095-5393-924	REVISION DATE 10/02/2024

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 direction of the Administrative Manager, Staff Services Manager I the incumbent coordinates, plans, develops and implements various support functions related to procurement, telecommunications, property control, hiring, and facilities in a customer service environment.

**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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence - Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (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 - 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. (Cultivate Excellence - Engagement)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First - Engagement)
- **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, Pride)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Engagement, Innovation)
- **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. (Cultivate Excellence - Engagement, Innovation)

**TYPICAL DUTIES:**

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

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40%	E	Processes all types of purchasing requests (CAL-Card, Purchase Orders, contracts, etc.) for IT and non-IT related items utilizing AMS. Acts as the Contract Manager for service contracts for copiers, plotters and printers. Ensures correct purchasing/procurement guidelines and submission dates are followed, for the different types of procurements including procuring quotes, bids, preparing justifications, verifying seller permits, exemption requests, recycled content certification, verifying charge code and fund availability, etc. Acts as a consultant for others in the Division on purchasing. Follows the Prompt Payment Guidelines, processes invoices for payment utilizing receiver(s) for purchase orders and/or contracts and reconciles month CAL-Card statement for purchase via AMS Advantage/Accounting. Maintains purchasing records according to records retention and participates in monthly CAL-Card meetings and audits of the program.
20%	E	Serves as Property Control Coordinator for External Affairs. Tags sensitive and expendable equipment. Maintains and monitors all physical inventory for IT and non-IT equipment using an excel spreadsheet and SNOW and reconciles with the Division of Procurement and Contract (DPAC) database. Participates in the yearly audit with DPAC and conducts the Three-Year Physical Inventory of Property required by the State Administrative Manual (SAM). Conducts research to resolve discrepancies. Surveys and disposes of equipment in accordance with the Department of General Services (DGS) regulations. Works with Property Control to obtain approvals required on requests for Property Survey. Assists staff with completing lost, stolen, or destroyed/damaged property equipment documents. Works in coordination with the resource manager on asset replacements for the twice-yearly bulk IT procurement. Deploys equipment to new staff and completes the authorization to remove state property for equipment used for teleworking. Collects equipment from separating employees to return to stock and updates records.
15%	E	Assists with Personnel related issues including the hiring process. Creates interview schedules, contacts candidates to schedule interviews, assembles panel member interview packets, sends email confirmations. Completes Staff Central New Hire form and Employee Account Action Request form for new hires to ensure employees have access to Outlook, employee directory, network account, shared drive folder access, etc. Assist staff with Staff Central questions and setting up time sheet codes. Assists supervisors with separations, closing network accounts, collecting equipment and badge. Acts as Student Assistant Coordinator and Volunteer Coordinator for External Affairs. Backup for picking up master payroll.
10%	E	Responsible for the full range of duties necessary to effectively administer the External Affairs cellular telephone program and landline phones. The incumbent will serve as the Telecommunications Representative (ATR) to wireless providers, IT, Accounting, and vendors. The incumbent will assess equipment needs, obtain vendor quotes for cellular devices and accessories; prepare, route and track purchase requests for cellular equipment through the Division of Procurement and Contracts and process payment through Division of Accounting for the devices. The incumbent will prepare and submit Form 20c to the Division of Accounting for new or canceled services and will work to resolve billing issues. The incumbent is responsible for the effective administration of the cellular telephone by maintaining database information using Verizon MyBusiness, Microsoft Excel spreadsheets and SNOW to track cell phones. The incumbent will follow appropriate State and Departmental policies for lost, stolen, or damaged cellular devices and surveying out devices. The incumbent assists new staff with cell phone setup and assists with trouble shooting cell phone issues. Participates in monthly ATR meetings with IT.
5%	E	Facilities contact for External Affairs. Coordinates with Headquarters Building Operations on all facility related complaints and requests for services (HVAC, restroom, janitorial, modular reconfiguration, floor plans, keys, etc.) Assist with the coordination and movement of staff and equipment. Liaisons with Headquarters building security on requests for employee ID badges and building access. Reports theft of State and personal property to the California Highway Patrol and completes and maintains appropriate documentation. Updates floor plans and emergency evacuation floor plans as requested.
5%	M	As Learning Management System (LMS) Coordinator, assists staff with training registration and assist managers with question pertaining to the mandatory training on Learning and Developments website and how to look up their staffs training history in LMS and Tableau. May assist employees with signing up for outside training courses and ensures accurate charging information is reflected and information is captured on their time sheets.
5%	M	Performs other duties as may be appropriate for the position, including participating on the emergency evacuation team. Backup duties include Telework Liaison, COVID liaison, Adobe signature liaison, Personnel liaison when the Administrative Manager is out of the office. Participation in annual Workers Memorial event.

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**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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise but may be asked to guide support staff, retired annuitants, student assistants and volunteers. May act like a lead when the Staff Services Manager I is out of the office.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must be knowledgeable of current business administration, government functions and organization at the state level. Must be knowledgeable in principles, practices and trends of public business administration, including personnel, fiscal management, purchasing, safety, organization, training, modern office methods, forms and equipment.

The incumbent must be knowledgeable of pertinent laws, statues and regulations regarding resources, purchasing and contract procedures. The incumbent must be familiar with the Department's Accounting Manual, State Administrative Manual (SAM) and Division of Procurement and Contracts (DPAC) and Department of General Services (DGS) policies and procedures for purchasing and contracts.

The incumbent must have the ability to effectively communicate with various levels of management and staff, both in person and through written and oral communication. Must have the ability to develop and maintain effective working relationships and work cooperatively with others and to respond to inquiries from internal and external customers. Have a solid understanding of what customer service is and have the ability to provide excellent customer service.

Knowledge and ability to utilize Microsoft Office Suite (Outlook, Word, Excel and Power Point) as well as Adobe and Visio.

The incumbent must be familiar with the Department's organization structure and relationships between various functions and knowledgeable of the Department's vision, mission, values and goals.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for providing effective, pertinent, and responsive resource and administrative support. Decisions based on the information provided by the incumbent could impact the effectiveness of the division in meeting its goals, objectives and fiscal constraints.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent has regular contact with outside vendors and frequent contact with Headquarter and district staff at all levels. Other contacts may include other state agencies and the public.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must exhibit professionalism in the middle of fast-paced and sometimes chaotic conditions. The incumbent may be required to sit for long periods of time using a keyboard/mouse and video display monitor, or while attending meetings. Some walking may be required.

The incumbent must be able to sustain the mental activity needed to conduct necessary research, analysis, and reasoning to organize and prioritize varied documents, including confidential materials. Must be able to communicate in English and may be required to make presentations and facilitate meetings, and serve on quality teams.

This position requires the incumbent to be flexible and adaptable to changing policies, rules and regulations as it relates purchasing and property control. The incumbent must be open to change and new information, and have the ability to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must be able to adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships and recognize emotionally charged and/or sensitive issues/problems and handle them effectively and appropriately.

The incumbent behaves in a fair and ethical manner toward others, values cultural diversity and other individual differences in the workforce and demonstrates a sense of responsibility and commitment to public service.

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### WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. However, due to periodic

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problems with the heating and air conditioning, the building temperature may fluctuate. The work environment is fast-paced, busy and requires considerable flexibility in managing time, priorities, and assignments. It can be demanding and/or stressful. This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans' evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employee 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 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

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