

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION District 11/Maintenance / Maintenance Support	
WORKING TITLE Maintenance Resource Analyst	POSITION NUMBER 911-602-5393-008	REVISION DATE 11/07/2024

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 a Staff Services Manager I, the Associate Governmental Program Analyst (AGPA) serves as the Maintenance Resource Analyst for Maintenance, Maintenance Engineering, Minor Projects, and Maintenance Support divisions. Provides a high level of analytical support to Management in a broad range of document development, scope, scheduling, budgeting, programming, and various duties in the delivery of Maintenance Division projects and activities. The Maintenance Resource Analyst is expected to perform full journey-level work, exercise a high degree of initiative in performing assigned tasks, and be accountable for prompt and accurate work, along with excellent customer service.

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. (Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Engagement, Integrity)
- **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 - Integrity)
- **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 - Innovation)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence - Engagement, Equity, Integrity)
- **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 - Engagement, Equity, Integrity)
- **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 - Engagement, Integrity)
- **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, Integrity)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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40%	E	Provides high level analytical support to the Maintenance Division by performing various tasks including, but not limited to, identifying alternatives and solutions to problems, disseminating information, monitoring the results of projects and assignments, preparing briefing packages, analyzing and compiling research material, monitoring Maintenance Division compliance with administrative and Department policies and procedures, providing various communication services to customers including the public, government agencies, elected officials, external organizations, media outlets, business owners, stakeholders, and internal customers. Works with staff, including supervisors and managers, to develop and produce written communications and materials including, but not limited to, event calendars, fact sheets, informational brochures and pamphlets, newsletters, speeches, reports, and correspondence, etc. Reviews and evaluates responses to the public, government agencies, elected officials, external organizations, media outlets, business owners, and stakeholders for accuracy and content to ensure correspondence meets Department guidelines. Utilizes the Internet, Department manuals, government codes, legislative websites, division and program staff, and other available resources to prepare briefing packages and speaking points for use at meetings, speaking engagements, etc. Researches and analyzes issues for meetings with the public, government agencies, elected officials, external organizations, media outlets, business owners, stakeholders, and internal customers. Prepares briefing packages and speaking points based on findings. Regularly communicates information such as updates, current and upcoming matters, and activities to Maintenance Division management, including issues that may adversely impact the Division. Analyzes these issues and prepares briefing reports, speaking points, and other materials for management based on these issues by utilizing available resources.
25%	E	Prepares and coordinates responses to written and verbal correspondence including, but not limited to, complaints, politically sensitive issues, and external communication using the District's Office Tracking System (DOTS). Identifies key issues, prepares, and coordinates responses, and monitors action items and tracks them through completion. Develops and maintains a working knowledge of the DOTS and utilizes the system in accordance with direction from the District's Executive liaisons including tracking, coordinating, and communicating all responses for DOTS in a timely manner.
15%	E	Assists the Minor Manager(s) with the preparation, modification, and maintenance of Minor project work plans. Establishes reimbursable project Expenditure Authorizations (EA's) through EAS/COMS 10. Ensures the dollar limitations on the EA and in the Cooperative Agreement are the same. Prepares all programming and funding documents as requested by the Minor Project Manager. Gathers all necessary documentation, obtains approvals, and forwards to headquarters for processing. Creates and maintains tracking sheet to provide status to Management.
10%	E	Tracks and maintains records of Employee Service Awards, Retirement Awards, Accomplishment Awards, etc.; plans, coordinates, and delivers events recognizing these awards including recognition events, employee appreciation events, and other achievement events. Informs supervisors and managers when their employees achieve these and ensures employees receive recognition certificates. Creates and maintains a calendar of professional award opportunities for the Division and prepares and submits award nominations on behalf of the Division. Assists with non-field related purchasing and processes services contracts for the division. Analyzes and applies appropriate acquisition/procurement methods utilizing Caltrans guidelines and requirements.
10%	M	Assists management with data collection and on special projects that require coordination with district staff, Headquarters (HQ), technical experts and agencies. Researches, develops, and recommends best practices to manage reports. Acts as back-up for the Associate Governmental Program Analysts (AGPAs) in Maintenance budgets, hiring, and Damage Control sections. Assists in cross-training employees within respective classifications on technical workload functions to improve the efficiency and effectiveness for Maintenance Administrative Support. Performs other duties as appropriate for an AGPA 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 a rank-and-file position with no supervision over others. The Maintenance Resource Analyst coordinates internally with Caltrans staff and externally. The incumbent may provide direction and training to Staff Service Analysts and Office Technicians based on office needs.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Prioritize tasks, promote a positive and supportive team environment, be open-minded and flexible, and perform efficiently in a fast-paced and dynamic environment. Understand principles, practices, and trends of public and business administration, and

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supportive staff services. Reason logically and creatively utilizing a variety of analytical techniques to resolve complex problems. Develop and evaluate alternatives, analyze data, and present ideas effectively in oral and written form. Consult with and advise colleagues and interested parties on a variety of subjects. Successfully work on multiple projects simultaneously and meet deadlines. Effectively coordinate, log, track, and complete assignments on time. Foster positive working relationships with the public, government agencies, elected officials, external organizations, media outlets, business owners, stakeholders, and internal customers. Maintain accurate files (physical and electronic), and log, track, document and organize work. Express ideas, questions, and concerns clearly, concisely, and effectively in oral and written form. Analyze situations accurately and take appropriate action. Maintain a desk manual outlining the processes necessary to perform the duties of the position. Use various Internet and computer programs and software including Microsoft Office (Word, Outlook, Excel, PowerPoint, Publisher, Access, etc.), Adobe, WebEx, Microsoft Teams, etc. Identify innovations that will increase productivity, reduce cost, and maintain and improve quality products and services for the Division. Adhere to customer service standards set by the District and provide quality service to internal and external customers.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for the accuracy and timeliness of assignments. Must make daily decisions about prioritizing deadlines and schedules. Delayed completion, poor judgment, or inaccuracy of assignments may adversely affect decision making and project delivery, including compliance with guidelines, regulations, and procedures, which may cause negative publicity, loss of funding, and reduced productivity and efficiency. Will be exposed to confidential and sensitive material and information. Errors in judgment may result in civil and/or criminal liability for the Department. Errors in judgment and inappropriate actions of the incumbent could reflect adversely on the Department.

PUBLIC AND INTERNAL CONTACTS

Engages in frequent communication with colleagues and internal customers across various units within the District and various Districts and programs across the Department. Regularly communicates with analytical staff, management, and District Executives. Has regular contact with the public, government agencies, elected officials, external organizations, media outlets, business owners, stakeholders, etc.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to operate within confined spaces which may require stooping, bending, standing, or sitting for prolonged periods. May be asked to stand for prolonged periods when attending events. This position may occasionally involve the maneuvering of up to 25 pounds. Must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations, and recognize emotionally charged issues or problems. Required to deal tactfully and courteously with internal and external customers while adhering to the Department policies and directives against discriminatory or harassing behavior. Must be able to focus on a busy business environment and be emotionally balanced, alert, and aware at all times.

WORK ENVIRONMENT

The base of the operation is in an office setting. While in the office setting, works in a climate-controlled environment with artificial lighting. Multi-floor buildings are equipped with elevators and stairs. Work environment includes constant interaction with a diverse group of customers and co-workers. This position may require sitting for long periods of time on a keyboard.

This position may require occasional travel throughout San Diego and Imperial County and the State of California. Must possess a valid Driver's License to operate a State owned or leased vehicle. May occasionally need to work outside of normal business hours.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and 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 considers an employee's designated Headquarters 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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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

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