

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION D7 Office of Business Administration/Facilities Operations	
WORKING TITLE Facilities Operations Coordinator	POSITION NUMBER 907-035-5393-012	REVISION DATE

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 Facilities Operations Staff Manager, a Staff Services Manager I, the Associate Governmental Program Analyst acts as a Contract Manager for all maintenance contracts initiated by the Office of Facility Operations and ensures that all work completed under these contracts are done so in accordance to Caltrans specifications. The incumbent is responsible for providing oversight for the District's inventory control and ensuring compliance with all applicable policies and procedures regarding materials, supplies and warehousing for the District. Additional responsibilities include acting as the District 7 office tenant liaison and resource coordinator. The incumbent will also assist with processing employee and building tenant facilities requests via the Maximo website and processing ID badges and access cards.

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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Cultivate Excellence - Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **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 - Pride)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Cultivate Excellence - Engagement, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Engagement, Integrity)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Strengthen Stewardship and Drive Efficiency - Innovation)

TYPICAL DUTIES:

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

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40%	E	<p>Acts as a Contract Manager for all building maintenance contracts initiated by the Office of Facility Operations. Responsible for soliciting, executing, and managing future building maintenance service contracts, coordinates with Department of General Services (DGS) on scopes of works and other related matters as needed, and ensures that all work completed under these contracts is done so in accordance to Caltrans specifications. Serves as a unit CalCard holder. Responsible for procuring goods and services via requisition requests for Facility Operations. Produce monthly reports to monitor the funds associated with each contract to ensure that contracts remain in good standing. Verify acquisitions are in compliance with special purchasing delegation from Department of General Services (DGS) and the State Administrative Manual (SAM). Analyze pertinent data to ensure requested contracts are appropriate and in compliance with Labor Relations. Evaluate and monitor all encumbrances and when appropriate, disencumber unnecessary contracts and purchases. Processes all service contract invoices within accordance to Department policy via the Enterprise Resource Planning Financial Infra-structure System (EFIS). Advises Facility Operations Manager on the preparation of the Facilities Operational Budget. Recommends budget adjustments to Management when policy, operation, or program changes in budgetary requirements occur. Act as a liaison between District 7 Facility Operations and the Division of Business, Facilities, and Security in developing the annual Facility Operations Budget. Responsible for notifying management and the Division of Business, Facilities and Security of any emergency or unanticipated repairs in order to secure funding. Researches, analyzes and monitors accuracy of information and cost data.</p>
25%	E	<p>Resource Coordinator to the entire District 7 Office staff and building tenants. Prepares agreement documents, identifies all signatory personnel and obtains required signatures for major events as needed. Prepares, conducts, and monitors customer service surveys to determine the level of satisfaction of products and services provided. Responsible for analyzing conference room needs and facilitates the management of schedules and resources as appropriate in the coordination of meetings and events in District 7. Establishes the planning process to determine a location for service needs and provides guidance to the various divisions in the planning of upcoming events necessitating the need for a conference meeting room. Responsible for setting up conference rooms for all official Caltrans meetings that are held in various conference rooms through out the District Office building. Conducts pre and post evaluations of conference rooms appropriately, including upkeep and condition and use of the room. Reviews and make recommendations on all agreements, including terms and conditions for use to ensure they meet established and regulatory guidelines. Has direct responsibility for planning, directing, and monitoring all aspects of scheduling needs by establishing, managing, and controlling a web-site that allows employees to view the size and shape of the requested room. Maintains cooperative working relationships with all district staff by collectively working on requested amenities to ensure that the meeting room is arranged to exact specifications that maximize the effectiveness of the room for the particular meeting scheduled. Prepares monthly reports based on the compilation of data pertaining to usage of the conference rooms and coordinates and maintains the information in an organized data base program that enables retention of the data. Provides oversight and be responsible for the maintenance and upkeep of all equipment, including all audiovisual equipment, projectors, etc. Works in conjunction with HQ Accounting, contracting, procurement, and district budgeting staff for necessary resources to ensure the upkeep of all equipment installed in the various conference rooms. Responsible for providing building tours to various parties, including legislative and foreign dignitaries; facilitating on-site community events with the state and local agencies.</p>
10%	E	<p>Coordinates with the District 7 Property Controller II and Division Property Control Liaisons to conduct and oversee periodic physical Property Control Inventory Certifications. Will assist with conducting periodic audits of all District 7 Divisions Property Control Inventories. Conduct periodic building safety inspections, assist with emergency evacuation drills in conjunction with the Safety unit and the State Fire Marshall, and provide recommendations to management to address non-compliance. Provide findings as related to building operations pertaining to equipment/system failures, repair and maintenance, fire and flood, and health and safety issues. Is responsible for maintaining inspection logs to track all findings.</p>
10%	E	<p>Responsible for creating, analyzing, monitoring, and maintaining an electronic financial database comprised of DGS monthly invoices that are submitted to Facility Operations. Use the data from these invoices to create and maintain a database that will track DGS expenditures to verify that they correspond to the operation and maintenance of the District 7 Office Building. This information will be used to generate monthly comprehensive reports and reconcile and investigate any discrepancies that may arise. This information will also be utilized to respond to any audit inquiries.</p>

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5%	E	Coordinates filming activities held at the District 7 Office Building. Schedules and approves filming requests, and partners with the Office of Permits to ensure that all filming permits have been obtained by production companies prior to filming. Assists with monitoring production companies to ensure that State property is preserved during filming activities. Assists in processing ID badges and access cards and notifying staff when available for pick up.
5%	E	Acts as the District 7 Office Tenant Coordinator, includes scheduling and residing over monthly tenant meetings in order to service and address any issues and concerns that tenants may have.
5%	M	Special projects related to Facilities Operations Unit and serves as a back-up for processing Facility service tickets and building key requests.

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

The incumbent may act with lead responsibility over office staff or a team leader for various projects. May act in lead capacity during managers absence.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must grasp the essence of new information and master new technical and business knowledge, must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Must have the ability to negotiate effectively, exercise good judgment, and process personal integrity. Must have knowledge of principles and practices of administration, management, budgeting, personnel, management analysis, training, governmental functions and organizations, and data processing. Must have the ability to perform their duties independently to reason logically, draw valid conclusions, make appropriate recommendations and to initiate corrective measures as deemed necessary. Must have the ability to gain and maintain the confidence and cooperation of all parties involved. Must be able to communicate effectively, both verbally and in writing, prepare written and graphic reports and work successfully with others. Must have the capability to work with computers.

Must be familiar with the Department's mission and goals and be able to recommend policies and guidelines which will provide a framework for all levels of the Department to develop an effective management process. Able to express ideas and present information clearly and logically, both orally and in writing, and must be able to develop and utilize effectively all resources within the Division of Business, Facilities and Security.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will make decisions within established guidelines. Error in judgment or work product could affect budgeting, training programs, and general work activities. Failure to ensure facilities are managed properly could increase Caltrans' liability, placing the Department at risk for violations resulting in monetary penalties and/or potential litigation.

PUBLIC AND INTERNAL CONTACTS

The incumbent routinely interacts with and advises employees at various levels within the Department; vendors and contractors regarding building operations. This often involves contact with visitors representing local governments, employee organizations, and other sensitive contacts. Exceptional customer service is critical to success and meeting expectations. As a representative of the State of California and the Department, the incumbent must always be cognizant of his/her actions; and how those actions are viewed, and must always conduct themselves in a courteous and professional manner at all times.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Ability to resolve emotionally charged issues reasonably and diplomatically. Requires the ability to develop and maintain cooperative working relationships. Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution. Must have the ability to multi-task, adapt to change in priorities, and complete tasks or projects with short notice. Incumbent must be able to concentrate in order to review and create documents and meet strict deadlines.

May be required to move boxes of files, publications, paper and supplies from one location to another. The ability to lift up to 50 pounds, carry bulky items, and provide assistance with setting up facility conference rooms. May be required to sit for long periods of time using a keyboard and video display terminal. The ability to climb stairs and ladders. Requires occasional bending, stooping and kneeling.

WORK ENVIRONMENT

The incumbent will work in climate-controlled office under artificial lighting. May be required to sit for long periods of time using office equipment such as a calculator and computer. Overtime may be required and vacations may be restricted, during peak

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times and fiscal year end closing.

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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