

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION District 12/Administration/Public Information Office	
WORKING TITLE Customer Service Liaison	POSITION NUMBER 912-002-5393-918	REVISION DATE 08/27/2024

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 an Information Officer II, the Associate Governmental Program Analyst (AGPA) is the Customer Service Liaison (CSL), as the liaison between the public and internal divisions, prepares and manages the District's Customer Service Request (CSR) Program. This program may be the first point of contact for the public, government agencies and elected officials in reporting concerns about construction, maintenance, operations and the safety of California highways and freeways, and the CSL tracks and resolves these customer service issues. Consistent attendance is a requirement and essential function of the AGPA/CSL. Liaisons are expected to be punctual and dependable in order to meet the needs of the program. Possession of a valid California Drivers License is required when operating a state owned or leased vehicle.

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. (Safety First, Cultivate Excellence - Engagement, Innovation, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Engagement, Innovation)
- **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. (Safety First, Cultivate Excellence - Engagement, 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, Innovation, Pride)
- **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. (Safety First, Cultivate Excellence - Engagement, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement, Pride)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)
- **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, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)

TYPICAL DUTIES:

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

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45%	E	<p>Analyzes and processes incoming Customer Service Requests (CSRs) in the electronic database as received from the public via phone, emails and walk-ins. Responsible for determining and assigning the CSR to the appropriate district and/or external partner recipient, for preparing and composing the response, responding to the requester, and closing out CSRs in a timely manner as outlined by Department policies and procedures.</p> <p>Review, analyze, compile and disseminate information for road conditions, lane closures, detours, ramp closures and project status updates to the media and the public. Review and analyze all Maintenance Service Requests (MSR) received in the district and work closely with the Division of Maintenance to ensure requests are addressed timely, and monitor and track responses using the Integrated Maintenance Management System (IMMS).</p> <p>Responsible for independently developing and communicating key messages to increase awareness of Caltrans efforts and articulate department positions on various topics. Coordinate with Caltrans personnel, including district management and Headquarters, to ensure accurate and timely information is disseminated and the highest quality customer service is provided to all customers.</p>
35%	E	<p>Utilizing the phone, email and in-person contact, researches responses to CSRs and prepares appropriate responses to the customer. Utilizes the CSR database to provide reports and track status of incoming, completed, and outstanding requests to executive management and other CSR coordinator(s). May be required to make on site visits to planned and emergency maintenance projects to gather information and collect video or photo footage to share with the public and media, which may require working outside of normal work hours. Prepare written, photo and video content using an iPhone (or the like) to highlight the district's activities and initiatives as they relate to planned and unplanned maintenance activities.</p>
15%	E	<p>Manages incoming calls and, with the support of the public information team, answers incoming customer service issues. Serves as backup in the absence of other Public Information Officers (PIOs) or, during high volume, or critical response periods.</p>
5%	M	<p>Supports the PIO team in a variety of other customer-service related tasks that include, but are not limited to: Caltrans internal and external events, promoting the work, accomplishments, and significant occurrences performed by District Maintenance crews and other District staff through social media, the District newsletter and news releases. Posts traffic alerts and other District information to the District's Twitter, Instagram and Facebook accounts in support of the Public Information Office team when necessary. Other duties as required.</p>

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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of techniques for preparing, producing and disseminating information utilizing internal and external communication channels; principles and techniques of establishing and maintaining good relations with the public.

Must have the ability to research, analyze data, develop and evaluate alternatives. Must possess the ability to think quickly through problems, use good judgment and respond appropriately. Must possess the ability to communicate and present ideas and information effectively both orally and in writing, and develop and maintain good working relationships with management, internal staff, the general public, and community organizations.

Must be able to participate in public relations activities after normal working hours. Requires the ability to travel independently and set up miscellaneous multimedia and miscellaneous equipment for presentations or events.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

As a representative of Caltrans, it is imperative that the Customer Service Liaison maintain a professional demeanor and is knowledgeable in Caltrans policies and procedures, mission, vision, goals and principles. Errors in decisions may result in erroneous information to the media, public and legislature. This may cause embarrassment to the Department and/or create a

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lack of credibility with the public. Communications errors or incomplete information could endanger and/or inconvenience the public, result in public concern, suits against the State, erroneous media reports, and/or negative image with the public and elected officials.

PUBLIC AND INTERNAL CONTACTS

The incumbent in this position will confer with various levels of staff, the public and other state, local and federal representatives. Incumbent must possess strong communication skills and be able to address concerns in a professional and timely manner. Extensive daily contact with the general public, internal staff and management is required. The quality of contacts made by this position can influence public perception toward the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

- Punctual and regular attendance is required.
 - Ability to work on a keyboard and operate a computer.
 - May require sitting or standing for long periods of time.
 - Must be able to develop and maintain cooperative working relationships, most importantly with the general public and divisional leadership and subject matter experts.
 - Must be able to grasp the essence of new information and new technical and business knowledge.
 - Must be able to resolve emotionally charged issues reasonably and diplomatically.
 - Must deal effectively with pressure, maintain focus and intensity, yet remain optimistic and persistent while under adversity.
 - Must be able to consider and respond appropriately to the needs, feelings and capabilities of different people in different situations; be tactful and treat others with respect.
 - Employee may be required to lift and/or carry up to 25 lbs.
 - Must be able to work in a high-stress environment. Must be able to handle and meet deadlines within tight deadlines.
 - May be required to work in emergency response, which may require travel and demanding and stressful work hours and/or conditions during a public emergency.
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WORK ENVIRONMENT

While at their base work location in Santa Ana, incumbent will work in a climate-controlled office under artificial light. Incumbent will primarily work in a workstation cubicle in a shared office 2 days in office and 3 days a week teleworking from a set location. Core working hours will be set sometime between 7:30 a.m. and 5:30 p.m.. However, incumbent may need to respond to incidents at night, on the weekend, or after work hours.

Travel may be required throughout the District boundaries or infrequently statewide. Possession of a valid driver's license and current Defensive Driver's Training certification are required.

Overtime may be required and vacation requests may be restricted during peak periods.

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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.)

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