

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Caltrans Office of Civil Rights (OCR)	
WORKING TITLE Support Services Program Associate	POSITION NUMBER 913-088-5393-911	REVISION DATE 03/01/2022

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 a Staff Services Manager II, Office Chief of Support Services & Workforce Development, the Associate Governmental Program Analyst (AGPA) independently performs and oversees the more responsible, varied, and complex analytical work in a wide spectrum of analytical duties related to supporting services program development, training material production, and establishing reporting and tracking mechanisms to measure program success. The AGPA will also work with Support Services Program Specialists to provide material support to DBE firms in need of assistance to overcome social and economic disadvantages. This would include, but not be limited to, providing such assistance as may be necessary and appropriate to enable DBE firms to access relevant markets and strengthen business and financial and managerial skills. The Analyst must be able to work independently, have very strong written and verbal communication skills, and be adept at building partnerships with internal and external stakeholders. The analyst will exercise independent judgment and has direct responsibility for duties of varied nature involving the implementation of procedures and controls, and data gathering for program justification.

**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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence - Integrity)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)
- **Initiative**: Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Cultivate Excellence - Innovation, 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, Lead Climate Action - 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, Enhance and Connect the Multimodal Transportation Network - 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. (Enhance and Connect the Multimodal Transportation Network - 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. (Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)
- **Conceptual Thinking**: Ability to find effective solutions to issues by taking the appropriate perspective (i.e., holistic, abstract, or theoretical). (Cultivate Excellence, Advance Equity and Livability in all Communities - Innovation)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - Integrity)

**TYPICAL DUTIES:**

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

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45%	E	The incumbent will support the Office Chief and Support Services Program Specialists in planning and establishing the support services unit. Incumbent will assist in developing means and methods of identification, pre-qualification, and certification assistance to DBEs, with emphasis on increasing the total number of legitimate minority business enterprises participating in the Federal-aid highway program. The incumbent will help coordinate development of business partnership opportunities between DBEs and industry partners through various channels, including, but not limited, written and electronic communications, online and social media platforms, and in-person and virtual engagement; coordinate, organize, and present at meetings and events (in person or virtually); prepare, facilitate, and conduct educational workshops and online webinars, and disseminate information regarding supportive services to minority, disadvantaged, and women business enterprises.
35%	E	The incumbent assists with researching and analyzing federal policy and guidance as it relates to the support services program in order to understand, assist, and mitigate potential impacts on OCR and its adherence to program rules. Works with other offices to establish reporting codes to capture the production aspect of the services provided to minority, disadvantaged, and women business enterprises. These tracking requirements will ensure the objectives of the supportive services branch are being captured to demonstrate quantifiable benefits to DBEs through this program. The incumbent may also be required to serve as a contract manager when certain services provided to DBEs may need to be sourced from vendors.
15%	E	Incumbent performs a wide variety of complex, technical, consultative, and analytical administrative support, which may include systems development, and development of monthly or quarterly reports containing sufficient data and narrative content to enable evaluation of both progress and problems facing participants in the supportive services program.
5%	M	Conduct and perform various administrative duties that are necessary for the daily operation and overall support of the Office of Civil Rights.

<sup>1</sup>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.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

None.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of applicable Federal laws, rules, and regulations concerning the DBE Supportive Services Program; including but not limited to, 49 Code of Federal Regulations (CFR) Part 26, Appendix C, 23 CFR §230, Subpart C and 23 USC 140(c), and other policies and procedures that guide the process.

Knowledge and understanding of departmental goals and policies, including Caltrans' contracting, procurement process and procedures. Ability to operate a personal computer and utilize the Microsoft Office Suite and Caltrans financial management systems. Ability to work tactfully and effectively with a wide variety of individuals and groups; and demonstrate excellent customer service skills. Ability to meet scheduling deadlines, and establish and maintain appropriate priorities. Organization skills to assure timely and accurate notifications and responses. Flexibility and ability to negotiate effectively. Ability to express ideas and present information clearly and logically, both orally and in writing. Ability to speak clearly and effectively before groups. Ability to facilitate groups and excellent listening skills. Ability to solve practical problems. Recognizes and acts effectively on the need for proactive measures, and deal with numerous variables. Ability to exercise excellent professional judgment in sensitive matters. Keen analytical abilities in order to plan, organize and resolve problems, meet schedules and deadlines, make recommendations.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Consequences of bad judgment of decisions will be loss of time and effort and cause delays in program production. Such delays can result in inefficient use of misdirection of resources, the inability to meet efficiency and timeline goals, and varying degrees of negative financial impact on the district, region and/or Caltrans. Inappropriate application could cause Caltrans embarrassment, loss of funding, and could result in fines, grievances, appeals, complaints, or suits to be filed. Inadequately trained staff could jeopardize the timely delivery of other programs and reduce overall efficiency.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent maintains close customer contact with district, region, and headquarters personnel at all levels and in all program

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areas. Has frequent contact with other public agencies, outside vendors, contractors, and the public.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Ability to work indoors under artificial light. May be required to sit for long periods of time using a keyboard and video display terminal. Occasional overnight travel will be required. Must be able to concentrate, formulate effective strategies, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Some lifting, carrying, bending, squatting, kneeling, crouching, reaching, and pulling may be required, but will not be frequent. Must be able to transport a variety of objects that are less than or equal to 20 pounds (computer, flip chart, etc.) on occasion. Overtime and or flexible hours may be required. Must be able to make good judgments and communicate effectively. Must be able to develop and maintain cooperative working relationships. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships and ability to resolve emotionally charged issues, responding appropriately to different people in different situations.

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### WORK ENVIRONMENT

While at the office, the incumbent will normally work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Use of computers and other various office equipment is required. Job may have exposure to chemicals, equipment, machinery, dust, heat, cold, and other indoor conditions. The incumbent may also be required to telework as per the Department's Telework Policy as part of their employment.

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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

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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

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