

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	Equal Employment Opportunity Program (EEOP)	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Discrimination Complaint Investigator	900-040-5393-924	03/11/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the direct supervision of the Staff Services Manager I (SSMI), Discrimination Complaint Investigation Unit (DCIU), and the functional guidance of the Staff Services Manager II (SSMII) within the Equal Employment Opportunity Program, the incumbent coordinates with Headquarters, District Management, and District Equal Employment Opportunity Staff to conduct formal discrimination complaint investigations and tasks associated with the successful enforcement of the Department's Equal Employment Opportunity Policies and related Deputy Directives, to include: Title VII; Diversity, Equity, and Inclusion principles, Equity Statement, and processes priority cases on an expedited basis as assigned. Job function may be altered to fulfill needs within the program.

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. (Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)
- 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. (Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)
- 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. (Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)
- Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Equity, Employee Excellence - Collaboration, Integrity, People First, Pride, Stewardship)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity, Employee Excellence - Collaboration, Integrity, People First, Pride, Stewardship)
- 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. (Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)
- Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation, Integrity, Pride, Stewardship)
- 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. (Equity - Innovation, Integrity, People First, Pride, Stewardship)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
35% E	Incumbent is required to produce comprehensive, balanced, and timely investigations. To accomplish this task, the incumbent must gather, analyze, and evaluate evidence received in interviews. In addition, the incumbent must prepare sensitive communication documents, respond to requests for information, prepare agency position statements, schedule investigative interviews, and perform jurisdictional reviews.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

20%	E	Incumbent must prepare comprehensive, balanced, and timely investigative reports. Reports must include a comprehensive and concise summary of relevant statements, to include a balanced analysis of documentation gathered in the investigative process, and consideration of Diversity, Equity, and Inclusion principles. State and Federal discrimination complaint investigation case analysis principles are a requisite in all reports.
20%	E	Incumbent conducts discrimination complaint intake. Complainants must receive a confidential one-on-one intake interview to gather facts which would relate to a comprehensive determination of Departmental jurisdiction. A thorough interview includes identification of the theory of discrimination and applicable legal standard, a full understanding of the alleged issue, assessment of workplace impact and desired remedies to the alleged discrimination, and consideration of Diversity, Equity, and Inclusion principles.
15%	E	Assists with the planning and delivery of DCIU-led training. Responsible for identifying and obtaining training facilities, preparation of training materials, and set up of on-site training classes. Coordinates travel and logistics for trainers as it relates to hotel, air, car, and the submission of travel expense claims. Assists with developing, coordinating, tracking, and reporting on training objectives, goals, and milestones. Performs session administration for applicable courses within the Caltrans Learning Management System.
10%	M	Prepare EEO-related correspondence. Ensure proper case file maintenance, perform data entry, prepare timely reports, travel reports, attend and conduct assigned training, attend staff meetings, participate in legal and/or disciplinary requests/hearings, and additional/other duties as assigned. Travel within the State to fulfill investigative duties. May attend meetings/trainings as required.

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

Incumbent does not supervise staff, however, may act as a lead over investigations. The incumbent may also act as backup to the Staff Services Manager I in their absence.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must possess knowledge of rules and regulations concerning the Equal Employment Opportunity Program, discrimination complaint process, both State and Federal anti-discrimination laws, and Diversity, Equity, and Inclusion principles. Must be able to use a word processing system such as Microsoft Word, to write, develop, review, and edit reports, letters, memorandums, and policy statements. The incumbent should be familiar with and able to utilize database systems such as Smartsheet for data entry and records administration. Public Speaking, Training, and Negotiation skills are required to promote the Equal Employment Opportunity Program. The incumbent must be familiar with and have the ability to apply: the Department's mission, vision, and goals; sound business personnel management principles and practices to ensure program compliance; the Department, state, and federal discrimination complaint processes, and Equity Statement. Must be able to develop and monitor program performance measures, work plans, and program objectives. Incumbent must be able to take action independently, manage, a complex and varied caseload, set priorities, and meet deadlines. Must be able to work closely and effectively with others and be able to communicate effectively, both orally and in writing. Incumbent must have a positive attitude and be a team player. This position requires analytical skills for handling a variety of personnel and management issues. The incumbent must have the ability to reason logically and creatively, and be able to analyze situations in an impartial manner. The incumbent must be comfortable with public speaking, training and overseeing others, as well as serving as a bridge between management and employees. The incumbent must be willing to travel. The incumbent must understand and be able to apply the basic uses of a computer and maintain the ability to learn and operate new software and database programs.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequence of an erroneous action or recommendation based on an inaccurate analysis or investigation, could result in an employee being inappropriately accused of a discriminatory activity and subsequent dismissal as well as possible litigation. The incumbent will make no independent recommendations for action to be taken by the Division Chief, District Directors, or Deputy Directors requesting consultation or an investigation. An error in judgment as to what should be obtained and reported during an investigation or EEO related analysis could result in adverse legal action against the State, Caltrans, and the Discrimination Complaint Investigation Unit, resulting in loss of funding revenue, legislative sanctions, betrayal of public trust, and embarrassment to the Department.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work and have contact with all levels of staff and management (including the Division Chief level and above) on sensitive matters in the informal/formal complaint process. The incumbent is in regular contact with various departmental entities and external agencies including the California Civil Rights Department (CRD), Equal Employment Opportunity Commission (EEOC), Department of Human Resources (CalHR), State Personnel Board (SPB), Federal Highway Administration (FHWA), Caltrans Legal Division, Office of Civil Rights, and Caltrans District and Division Offices. The incumbent must be able to treat personnel at all levels within the Department with tact and respect

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may subject incumbent to occasional bending, stooping, and kneeling. Incumbent must have ability to work on a keyboard, with a video display terminal, and may be required to sit and/or stand for long periods of time. Incumbent may be required to rearrange training room furniture to properly set up for training classes. Requires the ability to develop and maintain cooperative relationships. Must be able to sustain mental activity as needed for problem resolution, evaluating large amounts of data, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or investigations with short notice. Must be able to organize and prioritize large volumes of varied documents. Incumbent must be able to deal effectively under pressure, and maintain focus and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, and changing conditions or unexpected obstacles. Must be able to manage a diverse workload, delegate assignments as appropriate, and keep manager apprised of workload status and any items that may impact timely completion. Required to consider and to appropriately respond to the needs, feelings, and capabilities of different people and different situations; must use tact and treat others with respect.

WORK ENVIRONMENT

This position is eligible for Hybrid Telework. While at the base of operation, the incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The work environment consists of a cubicle-style workstation and is located on the first floor of a multi-level office building located in downtown Sacramento. Occasional travel may be required.

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
------------------------	------