

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Governmental Program Analyst (AGPA)	OFFICE/BRANCH/SECTION 42-LEGAL-SACRAMENTO	
WORKING TITLE Resource Manager	POSITION NUMBER 701-001-5393-xxx	EFFECTIVE DATE 7/2015

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of the Legal Division's Business Manager, a Staff Services Manager II, the Resource Manager is responsible for administrative duties in support of the Legal Division. The major emphases of this position are representation of the Legal Division in the areas of administration and personnel services and provide assistance to the Division supervisors. The Resource Manager provides liaison services to all legal offices in the areas of resource management, personnel, volunteers, and telecommunications.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	Act as the Legal Division's human resources liaison. Responsible for performing, coordinating, and providing assistance to Division supervisors for all personnel-related tasks, including activities related to hiring, benefits, organizational management, job duty analysis, employee separations and retirements, and maintaining relevant documentation on all personnel actions such as appointments, transfers, position allocation, HAM's, Out-Of-Class Assignments, etc. Prepare documentation such as Position Action Request Forms (PARFs), duty statements, organizational charts, and job advertisements for the purpose of filling vacancies. Assist hiring supervisors in establishing candidate pools, coordinating job offers, and ensuring accurate and timely submission of hiring documentation to the Administrative Division for processing. In conjunction with the other administrative team members consult and coordinate with Division supervisors and Administrative Division staff to ensure appropriate implementation of departmental policies relating to personnel issues, including program, staff, and office policies.
25%	E	Responsible for performing review, analysis and monitoring of the Division's position activities to ensure the Division's records correspond with the position tracking automated system (PTAS) report generated by the Administrative Division. Coordinate system access set up with IT staff and other administrative team members and prepare new employee orientation binder to ensure smooth and streamlined transition for new hires in HQ. Develop internal procedures and maintain tracking system for all personnel-related activities ensuring adherence to established guidelines, laws, rules and regulations, and departmental policies and procedures.
15%	E	Perform research and analysis of target allocation, prepare Position Allocation Change Requests (PACRs) for the Division, and review PACRs submitted for claims officers in districts that require HQ approval. Develop procedures to ensure that all personnel-related reports and documentations such as duty statements, PARF log, organizational chart, etc. are current. Provide personnel-related reports and narrative analysis to management.
10%	E	Manage the Division's Volunteer and Student Internship Programs. Respond to administrative program requests for information and respond to general public inquiries related to advertised positions. Provide budgetary assistance and guidance to statewide legal offices, claims officers in districts, and other programs.
05%	M	Acts as the Legal Division's communication liaison. Responsible for ordering and issuing Blackberries, cell phones and hands-free ear pieces. Work with the telecommunications Unit to add new or cancel services and resolve issues.

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05% M Independently perform or participate in personnel projects which have departmental impact on the division's operation or policy. Work with management and staff on other job related duties 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

None. The incumbent provides functional direction and acts as lead for an Office Technician who provides assistance in monitoring invoice payment processes and other projects as needed.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Caltrans' organization, mission, policies, and procedures, State personnel procedures and processes, the Workers Compensation process, State Administrative Manual (SAM), State government administrative laws and rules, including, but not limited to those concerning personnel, planning, program management, and evaluation, and other staff services. It is also highly desirable that the incumbent has an overall understanding of Caltrans' Legal Program, objectives, and priorities, the California Court system, and has a working knowledge of legal terms.

Ability to: Approach a problem by using a logical, systematic, sequential approach; weigh the costs, benefits, risks, implications, and chances for success, when making a decision; use technology to simplify and streamline tasks; learn new technology techniques to enhance the job; listen to others and communicate in an effective manner; ensure that others involved in a project or effort are kept informed about developments and plans; recognize differences of opinion, bring them out into the open for discussion, and look for win-win solutions; use appropriate interpersonal styles and methods to reduce tension or conflict between two or more people/groups; create solutions to problems using novel methods and processes; identify and respond to current and future client needs; provide excellent service to internal and external clients; make critical and timely decisions in difficult or ambiguous situations; identify the information needed to clarify a situation and drawing out the information when others are reluctant to disclose it; take responsibility for own work, including problems and issues; anticipate and prevent breaches in confidentiality and/or security; notice trends and develops plans to prepare for opportunities or problems; identify and propose solutions that benefit all parties involved in a situation; develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support; ensure the effective, efficient, and sustainable use of public service resources and assets; identify, assess, and manage risk while striving to attain objectives; function effectively when under pressure and maintain self control in the face of hostility or provocation; communicate ideas, thoughts, and facts in writing.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequences of errors could result in improper management decisions resulting in loss of ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and inability to adequately represent the department in court. This could result in loss of millions of dollars, court sanctions, and/or loss of credibility in the courts, with other public agencies and the public. Consequences of error can be serious and far-reaching, effecting the Department. The incumbent is frequently responsible for making recommendations on sensitive areas such as Legal's personnel and budgetary needs, on new personnel and budgetary administrative regulations and resolutions of disputes brought about in the implementation of the policies.

PUBLIC AND INTERNAL CONTACTS

The incumbent must consult with all levels of staff in the Legal Division and other administrative programs – in particular Human Resources and Budgets. Must be able to build relationships with District staff, Deputy Director's staff, departmental staff, private industry, and other governmental agency representatives. These contacts require exercising tact and sensitivity in responding to requests.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work appropriately and effectively under stress, manage complex and varied workload and meet deadlines. Must also work well with office professional and support staff, Department staff, and occasionally outside vendors. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative working relationships; ability to focus for long periods of time.

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WORK ENVIRONMENT

While at their base of operation, employees will 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.

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
