

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst (Limited Term)	Admin/Equal Employment Opportunity Program (EEOP)	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Discrimination Complaint Investigator		February 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 direct supervision of the Staff Services Manager (SSM) I, Discrimination Complaint Investigation Unit (DCIU), and the functional guidance of the Program Manager, Equal Employment Opportunity Program, the incumbent coordinates with Headquarters and District Management, District Equal Employment Opportunity Officers and Managers to conduct formal discrimination complaint investigations and tasks associated with the successful enforcement of the Department's Equal Employment Opportunity Policies, to include, Title VI, VII, management investigations and processes priority cases on an expedited basis as assigned. Travel is required. Duties include:

TYPICAL DUTIES:

Percentages

Essential (E)/ Marginal (M)¹

Job Description

50% (E)

Incumbent is required to produce comprehensive, neutral and timely investigations. To accomplish this task, the Incumbent must gather, analyze, and evaluate evidence received in on-site 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.

20% (E)

Incumbent must prepare comprehensive, neutral, and timely investigative reports. Reports must include a comprehensive and concise summary of relevant statements, to include a neutral analysis of documentation gathered in the investigative process. 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 and an assessment of workplace impact and desired

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remedies to the alleged discrimination.

10% (M)

Prepare EEO related correspondence. Ensure proper case file maintenance, perform data entry, prepare time reports, travel reports, attend and conduct assigned training, attend staff meetings, and participate in legal and/or disciplinary requests/hearings.

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, and both State and Federal anti-discrimination laws. Must be able to use a word processing system such as 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 Filemaker Pro 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; and the Department, state and federal discrimination complaint processes. 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 have a basic understanding of a personal computer and 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, loss of funding revenue, legislative sanctions, betrayal of public trust, and embarrassment to the Department.

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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 Department of Fair Employment and Housing (DFEH), Equal Employment Opportunity Commission (EEOC), Department of Human Resources (CalHR), State Personnel Board (SPB), Federal Highway Administration (FHWA), Caltrans' Legal Division, Office of Business and Economic Opportunities, and Caltrans District and Division Offices. The incumbent must be able to treat personnel at all levels within the Department with tact and respect.

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 working 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 investigation with short notice. Must be able to organize and prioritize large volumes of varied documents. Incumbent must be able to deal effectively under pressure, 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, 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

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 site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation. The incumbent will periodically attend meetings and/or training outside the office. Working hours will be set sometime between the hours of 8:00 a.m. to 5:00 p.m.

The incumbent will be required to travel to other State offices for investigations and/or training purposes including District Offices and Field Offices throughout the State.

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)

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