STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	D20/Information Technology (IT) /HQ, Mgmt. Support Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Workforce Development Liaison	900-170-5393-924	11/01/2014

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 direction of the IT Human Resources (HR) Department Chief, Staff Services Manager II (SSM II), the incumbent will independently serve as the Workforce Development (WFD) Liaison for the IT headquarters and District offices. The incumbent will be responsible for workforce development activities involving training, recruitment, retention, and succession planning. This position is expected to continually enhance our customer's experience by implementing and utilizing proven customer service practices. The incumbent must act with a great deal of independence, discretion, sensitivity, and confidentiality as follows:

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
40%	E	Develops analyzes and prepares reports on statewide workforce data including age profiles, attrition, length of services, retirement eligibility. Reviews and analyzes workload projections and staffing requirements relative to the Departmental and Division strategic plan. Prepares budget projections, analyzes and prepares reports on exams/recruitment history. Works independently in creating effective analysis reports. Performs comparison of current and future workforce data, and identifies key positions with gaps in skills, knowledge and a potential recruitment base. Prepares letters, memos, work plans, presentations and status reports for management on a regular basis.
40%	E	Works with teams comprising of all IT divisions to identify solutions/options for addressing short term and long term workforce issues. Prepares project plans, reports, graphs, and time lines for management in tracking and monitoring workforce solutions to identified gaps. Actively manages the IT employee retention program and IT Adopt-a-School partnerships. Seeks opportunities to develop educational partnerships.
10%	E	Analyzes web page for enhancements and modifications, research workforce compliance business process and rules, and prepares written design specifications detailing modifications.
10%	M	Prepares reports and data for use by management in developing a long term workforce planning program for the Division. Assists all IT divisions in developing plans for their program areas. Tracks and assesses ongoing status of the Program. Assists the Training Coordinator as back-up coordinator.

[1]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. May provide general direction to other Human Resource and Workforce Development support staff regarding legal components of policies and procedures.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

A demonstrated interest in assuming increasing responsibilities, the ability to deliver excellent customer service, poise, tact, and discretion are essential requirements for this position. Must demonstrate good business judgment and the ability to work successfully in a confidential environment and work well with all levels of professionals, backgrounds, and perspectives.

Knowledge of: Incumbent must have knowledge of State and Departmental administrative and personnel principles,

practices, policies, and procedures. Knowledge of customer service and customer support principles and methods are a must. Must possess strong organizational, analytical and interpersonal skills. Must be flexible to change, be able to handle multiple projects at one time, prioritize work accordingly, and demonstrate a proven ability to work effectively in a fast-paced environment. Must have knowledge of Completed Staff Work, Excel spreadsheets, databases, word processing software and PowerPoint presentation software. Effective time management skills are a must. Must be able to recognize when tact, diplomacy, and confidentiality are required. Knowledge of the Department's IT environment and business needs is desirable.

Ability to: Communicate effectively verbally and in writing; conduct WFD outreach presentations, prepare and maintain records and reports; establish and maintain effective working relationships with peers, management, and vendors; follow written and verbal instructions; use Microsoft office programs such as Word, Excel, and PowerPoint to develop high quality documents and presentations; analyze, interpret, and make sound recommendations. Must be dependable and maintain regular attendance.

Analytical Requirements: The incumbent will have a great deal of latitude to be creative and to influence how administrative services are provided to and welcomed by IT staff. The incumbent will be required to analyze and interpret information from multiple sources and to recommend practical, efficient and effective solutions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for decisions, actions, and consequences related to administration, as well as resource management. Failure to accurately track resources and/or identify and take advantage of cost-saving opportunities may result in loss of funds, and/or may negatively impact IT's credibility with internal and external entities. Inappropriate disclosure of confidential information could jeopardize customer relations and/or lead to embarrassment to the IT organization and the Department, and could have potential legal implications.

PUBLIC AND INTERNAL CONTACTS

This position will have daily contact with all levels of staff throughout the Department to answer questions, solve problems, clarify instructions, and ensure conformity of methods and practices; and regular contact with the vendor community to exchange information. Presentations will be expected based on work product.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for long periods of time using a keyboard, video display terminal and telephone. This is a fast-paced job with a lot of deadlines. Thus the incumbent in this position will be required to multi-task, to adapt to changes in priorities, and to complete tasks or projects with short notice. The incumbent must be able to sustain mental activity needed for problem solving which includes: reading, writing, analyzing, understanding, interpreting, consulting, developing alternatives, drawing sound conclusions, and recommending, implementing, and evaluating solutions. Further, must be able to exercise sufficient control over emotions to gain and maintain the confidence and respect of others, recognizing and acknowledging emotionally charged issues or problems, and responding appropriately to them.

WORK ENVIRONMENT

The incumbent will primarily work in a climate controlled environment, under artificial lighting. Occasional travel may be required to attend meetings, evaluate training facilities and/or meet with vendors. The position is located in downtown Sacramento where parking availability is limited.

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)

POSITION DUTY STATEMENT

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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