

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Government Program Analysts	OFFICE/BRANCH/SECTION External Affairs/Office of Equal Employment Opportunity	
WORKING TITLE EEO Officer / Title VI Liaison / ADA Coordinato	POSITION NUMBER 907-003-4678-xxx	EFFECTIVE DATE November 20, 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 general supervision of the District Chief of the Equal Employment Opportunity (EEO) Program, a Staff Services Manager I, the incumbent serves as the EEO Officer and Title VI/ADA Liaison for the District, and serves as a point of contact for the public to initiate complaints of discrimination and doing these tasks as required. In that capacity, incumbent provides a broad range of services to management and employees in the implementation and effectiveness of the Equal Employment Opportunity Program in compliance with Departmental Policy and Directives that stem from Title VI (federally aided programs/external) and VII (employment/internal) of the 1964 Civil Rights Act, CA Title II (CA Fair Employment & Housing Commission (FEHC) regulations & Fair Employment and Housing Act (FEHA)), the Federal Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and applicable state laws relating to equal access and employment opportunities. Incumbent may act as a leadperson for the EEO program manager as needed. Incumbent is required to travel to mandatory Civil Rights training, meetings, conferences and conduct onsite EEO training or confidential intake interviews throughout Los Angeles and Ventura Counties. As travel is required to attend mandatory Civil Rights trainings, meetings, conferences, and to conduct onsite EEO trainings and confidential intake interviews throughout the Los Angeles and Ventura Counties, a driver's license is highly desirable.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
35% E	Title VI, EEO Program Administration (federally aided programs and activities): Incumbent acts as Title VI Program Liaison. Provides training and technical assistance relating to compliance of the Federal 1964 Civil Rights Act/Title VI Program. Participates in pre-construction meetings to give program overview to contractors/subcontractors to enhance understanding and adherence to Title VI guidelines. Participate in public meetings and outreach events relative to Caltrans projects to educate and respond to questions about Title VI. Facilitate quarterly meetings with other divisions to ensure consistency with Title VI Program Plan. Incumbent may assist the Discrimination Complaint Investigation Unit (DCIU) in coordination of interviews and responses to Title VI complaints, and may conduct local Title VI complaint investigations. Assists Headquarters Title VI Coordinator and staff with compliance reviews; prepares the Title VI Annual Report for the District.
10% E	Title VI, Public Outreach Services: Incumbent has direct contact to public and provides or arranges any translation services at public meetings/hearings, handles all Limited English Proficiency (LEP) Program cases; translates and interprets ADA, Title VI, and Title VII complaints from Spanish to English for processing; translates Department pamphlets, brochures, letters and other documents into Spanish for public use.
20% E	Title VII EEO Program Administration (Employment): Incumbent independently provides consultation and direction to management and employees on the implementation of the Department's EEO Programs relating to Title VII of the Civil Rights Act of 1964 and relevant laws under FEHA. Acts as advisor and staff resource to supervisors and managers concerning their responsibilities in regard to the Director's Policies and Deputy Directives relative to EEO, ADA Act, Sexual Harassment, and Religious Accommodation. Also serves as resource relative to the Informal and Formal Discrimination Complaint Processes. Interacts with Legal Division, other districts and headquarters staff. Makes EEO presentations and independently develops and provides training to managers, supervisors, and employees regarding EEO policies, procedures and processes. Training includes mandated Sexual Harassment Prevention Training, as well as district sponsored EEO Awareness,

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Disability Awareness and Diversity Awareness training sessions. May partner with other unit members to present training. May assist on headquarters driven task forces and assist with coordination of statewide conferences.

Incumbent prepares monthly activity reports and the EEO Annual Element update. The incumbent is also responsible for assuring the postings of mandatory State and Federal EEO literature.

EEO Training: Incumbent may assist with the EEO Training program by providing LMS services for EEO courses. This may include enrolling employees in the LMS system and processing training requests; setting up the courses in LMS and processing and tracking training completion.

- 10% E Complaint Intake Interviews/Investigation:
Incumbent conducts intake interviews for both informal/formal complaints to independently evaluate and determine whether to initiate an informal inquiry or formal investigation pursuant to legal standards set forth in DCIU's Investigation Procedures Manual. Interview includes establishing jurisdiction; independent and objective review of facts provided by complainant; creating climate of trust; explaining rights and responsibilities; taking objective, unbiased notes; creating an organized case file; engaging in discussion of remedy and resolution of complaint if deemed informal. Independently analyzes each issue presented pursuant to EEO guidelines, policies and procedures, makes appropriate recommendation.
- Incumbent assists Caltrans Headquarters EEO Program, DCIU with the formal district discrimination complaint process serving notice letters, responding to requests for information, coordinating investigative interviews and responding to control agencies such as Equal Employment Opportunity Commission, Department of Fair Employment and Housing, and State Personnel Board.
- Incumbent monitors, tracks, and evaluates complaint data. Incumbent develops statistical reports, charts and graphs.
- 5% E Americans with Disabilities Act (ADA):
Provide education and training to management and employees on ADA, FEHA, and other relevant policies. Contingent with direction from Headquarters EEO Program may be responsible for coordinating the District Disability Advisory Committee, their scholarship program, and directing their efforts to promote a keen awareness and sensitivity to individuals with disabilities throughout the District. Coordinate the Department's ADA Grievance Process to ensure the timely processing of all ADA complaints.
- 5% E Interview Process:
Incumbent provides technical assistance and guidance to managers and supervisors in the hiring process and assists them in implementing and enforcing the "zero tolerance" for discrimination policies and procedures.
- Incumbent reviews screening criteria, questions and suggested responses, written/oral exercise and in the training and selection of qualified district Equal Opportunity (EO) representatives utilized on interview panels.
- 5% M Special Programs/Activities:
Incumbent is responsible for the leadership role in organizing special Equal Employment Opportunity Program related activities or training in the District which promotes the concepts of the program such as "Diversity/Disability Awareness" and "Bring Your Child to Work Day."

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| 5% | M | Non-EEO Related Inquiries (Internal/External):
Incumbent serves as a liaison to staff at all levels to assist in determining resources available to address non-EEO related issues, as required. |
| 5% | M | Other duties:
Incumbent may be assigned special projects related to the EEO Program. |

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; however, my act in lead capacity when necessary.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent must have knowledge of the principles and techniques of leadership; and of State and Federal laws/regulations pertaining to EEO, as well as the Caltrans Director's Policies and Deputy Directives related to equal employment opportunity, civil rights, and ADA.

Incumbent must have the ability to plan, organize, conduct and evaluate situations accurately and adopt an effective course of action. Incumbent must be able to communicate effectively both orally and in writing, more specifically, the incumbent must have the ability to prepare detailed written correspondence with regard to EEO matters/ issues in a clear and logical manner, compile statistical reports, and other reports as required by the HQ EEO Program. Incumbent must be able to give verbal presentations and facilitate EEO related training.

Incumbent must possess strong interpersonal skills and cultural sensitivity to work with District personnel staff at all levels on very sensitive issues.

Incumbent must be able to identify problems and research reasonable remedies to resolve issues at the lowest level possible within the district level and/or make referrals to the Caltrans Discrimination Complaint Investigative Unit.

Tact, credibility, diplomacy, flexibility, objectivity, initiative, bilingual skills, and willingness to take direction and constructive criticism are required.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Improper resolution of issues or failure to recommend the appropriate course of action could result in the District and/or Department's non-compliance with Federal and State Laws, regulations, and guidelines, which could result in lawsuits, loss of federal funds and District productivity.

PUBLIC AND INTERNAL CONTACTS

The incumbent has frequent contact with all district personnel including the District Director, Deputy District Directors, Branch Chiefs, first line supervisors, Headquarters, Legal, and peers from other districts.

Considerable contact is also required with local citizens, public officials and other organizations as well as Department and District employees, executives and managers. Suggestions, methods of resolution must be within the guidelines of the Federal and State laws and regulations and tailored to the individual involved as well as to the problem.

As required, the incumbent may represent the district EEO Office using bilingual skills as required in legal matters involving but not limited to the following entities: California Department of Fair Employment and Housing (DFEH), the Federal Equal Employment Opportunity Commission (EEOC), Caltrans Legal, State Personnel Board, etc. at hearings and court proceedings related to Caltrans Discrimination Complaint Investigation Unit's formal investigations.

Interaction with internal and external customers must be conducted with sensitivity, confidentiality and neutrality.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard and video display terminal; and to travel for training and meetings locally and out of town.

Incumbent will be required to engage in sustained mental activity to produce reports, problem solving, and analysis and reasoning, in addition to effective listening to a number of sensitive issues and concerns. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

Incumbent will be required to develop and maintain cooperative working relationships; respond appropriately and tactfully to difficult situations with emotionally charged individuals, issues or problems. Incumbent must be able to maintain confidentiality and exhibit a calm, professional demeanor when interacting with others and especially when interacting with difficult, angry, or upset customers. Incumbent must remain neutral. It is expected that the incumbent will model his/her work behavior to comply with the policies the EEO Office promotes and upholds.

WORK ENVIRONMENT

Incumbent will work in a climate-controlled environment with natural and artificial lighting. However due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

Incumbent will work in a workstation within shared cubicles. Working hours will be set sometime between 7:00 am and 6 pm.

Incumbent will be required to travel to EEO related meetings and training, as requested. May be expose to inclement weather to include wind, dust, and uneven surfaces.

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