

**POSITION DUTY STATEMENT**

PM-0924 (REV 06/2013)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION District 9 Administration	
WORKING TITLE District Personnel Operations Liaison	POSITION NUMBER 909-001-5393-005	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

**GENERAL STATEMENT:** (BRIEF SUMMARY OF THE MAIN PURPOSE AND FUNCTIONS OF THE POSITION. DESCRIBE THE SUPERVISORY RELATIONSHIPS INCLUDING THE CLASSIFICATION OF THE SUPERVISOR OR MANAGER TO WHOM THE INCUMBENT REPORTS. WHEN APPROPRIATE, IDENTIFY THE NEED FOR ANY CREDENTIAL OR LICENSE SUCH AS A DRIVERS' LICENSE.)

Under the direction of the Business Services Manager (Staff Services Manager I), the incumbent serves as the District Personnel Operations Liaison by coordinating and assisting with Personnel Action Requests, the hiring and discipline processes, Labor Relations, recruitment and exams, and employee benefits. This is a full journey level position performing more responsible, varied, and professional-level technical and analytical administrative work. Assigned duties may be in more than one category of administrative work.

**TYPICAL DUTIES:** (BRIEF DESCRIPTION OF IMPORTANT DUTIES. RELATED DUTIES MAY BE GROUPED TOGETHER. USE ADDITIONAL SHEET IF NECESSARY.)

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
25% (E)	Provides guidance to district management on classification, organization, and appointment issues by staying current with the department's goals, objectives, policies, procedures and practices to facilitate the consistent application of Caltrans' classification and hiring process. Coordinates and implements the District Exam Plan, assists Headquarters Exams in the coordination and/or proctoring of local exams, and leads the district recruiting efforts by meeting with the public. Responsible for preparation and submission of completed Personnel Action Request Form (PARF) packages to Headquarters Human Resources. Assists District management with hiring efforts by scheduling interviews and serving on hiring interview panels. Incumbent is responsible for ensuring the proper completion and timely submission of I-9 Forms for district employees to Headquarters Human Resources.
25% (E)	Provides guidance to district staff on employee discipline situations by working with Headquarters Office of Discipline Services (ODS) staff to ensure supervisors/managers follow established procedures, and adhere to time frames in the progressive disciplinary process. Assists District managers and supervisors in the preparation of corrective interview material and Letters of Warning (LOW) before packages are submitted to Headquarters Office of Discipline Services (ODS) for formal review and action. Assists District management in conducting corrective interviews, serving Letters of Warning (LOW) and adverse actions. Schedules Skelly hearings as required.
15% (E)	Provides guidance to district management and staff on issues pertaining to: Family Medical Leave Act (FMLA), leave of absence (LOA), catastrophic leave, reasonable accommodation, disability retirement, and disability (NDI/SDI). Responsible for updating the HQ Reasonable Accommodation database for District 9 and Central Region employees. Responsible for maintaining current duty statements for all District employees. Coordinates the access/review of Office Personnel Files from the HQ Service Center Records Unit for both employees and management.
10% (E)	Consult with Headquarters Personnel Analyst and/or Labor Relations Analyst to develop best course of action to resolve labor relations problems/questions in order for district staff to receive a timely and effective resolution/response to labor relations issues. Responsible for coordinating annual Conflict of Interest document submission.
5% (E)	Collaborates with the District Safety Office in resolving early intervention placement issues by working directly with Office of Personnel Operations (OPO) staff to ensure, when possible, injured employees return to work as soon as possible after injury occurs within a 90- day period. Assists the District Safety Office in resolving difficult placement issues of Qualified Injured Workers (QIW) working directly with OPO staff to ensure the best employment options are identified.

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- 5% (E) Represent the Department in meetings with deceased employee's family to explain their eligibility for survivor benefits. Providing this sensitive and personal information may be conducted either off-site or at the District Office. Provide Critical Incident Stress Management (CISM) defusing, and coordinate debriefings with mental health professionals
- 5% (E) Provides guidance to district management and staff regarding the EEO/Upward Mobility Program as it relates to career patterns, exam services and salary changes.
- 5% (E) Provide back up for Personnel Transactions/Benefits.
- 5% (M) Provide back up for critical Administration functions as needed.

<sup>1</sup> 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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None. May act as a lead person to other less experienced staff.

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### KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Must be knowledgeable of governmental laws, rules and regulations that apply to areas of responsibility; methods and principles of public and business administration including organization, fiscal, personnel management, training, and administrative analysis; modern office methods, statistical reporting; safety practices, basic computer applications; and various management principles and their application in different situations. Perform more responsible and professional level work and effective communication techniques with groups and individuals.

Must be able to work in, and apply oneself in a service-oriented position. Ability to analyze administrative issues and recommend effective courses of action; reason logically and creatively; consult with and advise administrators and other interested parties on subject matter within areas of assignment. Ability to use tact and good judgment. Ability to advise others in subject matter within area of responsibility, plan, organize, and facilitate personnel and labor relations issues, and establish and maintain cooperative working relationships; and have effective writing and speaking skills. Resolve more technical or analytical issues.

Must be able to produce documents that are concise, clear, using correct grammar, spelling, punctuation and structure, and create databases and spreadsheets using a personal computer with the most current software applications, including resourceful use of the Inter/Intranet. Demonstrate capacity for assuming increasing administrative responsibility.

Incumbent is expected to work independently with a high degree of initiative and motivation.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor decisions could result in improper classification of employees assigned in the district or illegal hires. Improper dissemination of information of personnel and labor relations policies, procedures, and practices could result in violations of the Government Code, State Personnel Board, and Department of Personnel Administration Rules and Regulations causing complaints, grievances and opening the department to potential litigation.

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### PUBLIC AND INTERNAL CONTACTS

Acts as the district liaison with Headquarters Office of Personnel Operations (OPO). Works closely with district and regional managers, supervisors, and employees on a daily basis regarding all areas of responsibility. Direct contact with the public on hiring questions and issues; during such contact, the incumbent is expected to conduct him/herself in a professional, courteous manner.

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## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be physically able to sit for long periods of time at a desk writing, talking on the phone, checking e-mail, inputting data on a computer and performing various office tasks. May be required to lift, carry, and move boxes of material under 25 pounds from one location to another. Employee will occasionally bend, stop and kneel, pull, push, or grasp objects with fingers, stand for periods of time giving presentation, and twist the body or neck in a sideways motion, either sitting or standing. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; ability to resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs of different people in different situations; be tactful and treats others with respect.

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## WORK ENVIRONMENT

The incumbent will primarily work at the District 9 Office in a climate-controlled environment under artificial lighting. Occasional travel within the State will be required to attend various meetings, training, conferences or seminars. When assisting with off-site situations, incumbent may also be required to travel/work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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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)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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