STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	District 12/Administration/EEO	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
EEO Officer	912-004-5393-XXX	8/1/2014

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 Staff Services Manager I/Branch Chief of EEO & Risk Management, the incumbent serves as the Equal Opportunity Officer (EEO), and Title VI Coordinator for the District. Incumbent will provide a broad range of services to management and employees in the implementation and effectiveness of the Equal Opportunity Program in compliance with Department Policies and Directives; Title VI (federally aided programs/external) and Title VII (Employment/internal) of the Civil Rights Act of 1964, CA Title II /CA Fair Employment & Housing Commission (FEHC) regulations, and 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. The incumbent will be responsible to coordinate the Department's Recruitment Program within the District to ensure a sufficiently large candidate group participates in various examinations to meet the Department's and specifically the District's hiring needs.

Incumbent is required to travel to mandatory Civil Rights training, conferences, and conduct onsite visits throughout Orange County; including District field offices.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	Title VII, EEO Program Administration Incumbent provides consultation and direction to management and employees on the implementation of the Department's Equal Opportunity (EO) Programs and EEO Policies and Directives. The incumbent is a resource for supervisors and managers concerning their responsibilities regarding Reasonable Accommodation matters; the Americans with Disabilities Act; CA Fair Employment and Housing Act, Multilingual Services and the Informal and Formal Discrimination Complaint Process. Conducts presentations and provides relevant training to managers, supervisors, and employees on EEO policies, procedures and processes. Ensures that all District personnel are aware of the Caltrans Director's Policy and Deputy Directives specifically related to the Caltrans Equal Opportunity Program via mandatory district-wide training such as New Employee Orientation, the mandatory Civil Rights/Sexual Harassment Prevention Training, Supervisor's Equal Opportunity Training as well as the posting of mandatory State and Federal Equal Opportunity literature. Complaint Processing Serves as local resource for managers, supervisors, employees, investigators, and legal staff regarding equal opportunity and sexual harassment issues. Conducts intake interviews and subsequent inquiries with the goal of resolving complaints at the lowest level possible and consistent with informal discrimination complaint guidelines, policies and procedures. Incumbent assists Caltrans Headquarters Civil Rights Program with district investigations from the Discrimination Complaint Investigation Unit (DCIU). Reasonable Accommodation Incumbent serves as a resource to management and employees on the American with Disabilities Act (ADA); the CA Fair Employment & Housing Act (FEHA), and acts as a liaison to the Office of Personnel on reasonable accommodation complaint issues. Incumbent is also responsible for implementing the District Disability Advisory Committee and directing their efforts to promote an awareness and sensitivity to individuals with disabilities throughout the District.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

Interview Process
Provides technical assistance and guidance to managers and supervisors on how to conduct fair and equal interviews in the hiring process and assists them in implementing and enforcing the "zero tolerance" for discrimination policies and procedures.

Recruitment
Incumbent coordinates and participates in targeted recruitment outreach of underrepresented protected classes to achieve hiring and promotional goals as outlined under federal regulations for entities that receive federal funds and participate in federally aided programs (Caltrans Title VI).

10% E Title VI, EEO Program Administration (federal aided programs and activities)
Provides and conducts training, technical assistance, and serves as a liaison to the Executive Team, supervisors, designated district personnel, Headquarters Title VI Coordinator for Civil Rights, and external customers in programs/activities relating to compliance of the federal Civil Rights Act of 1964 Title VI Program. The incumbent collaborates with the divisions of Construction, Planning, Right of Way, Environmental, Program/Project Management, Design, Public Information Office, the District Native American Liaison for TERO, Labor Compliance, and the DBE Coordinator in Local Assistance to improve Title VI data collection, analyzes the potential impacts on minority and low-incomes populations. The incumbent responds to Title VI complaints, then refers them to the Title VI Coordinator, works with the Headquarters Title VI Coordinator and staff with compliance reviews. Works with the Headquarters Title VI Coordinator in the interpretation and dissemination of the Title VI compliance information to district personnel and the public.

25% E Small Business Program Liaison
Serves as the District 12 Small Business Coordinator for contracts and procurement, and oversees the Small Business Program. Incumbent promotes certified small business (SB), Disabled Veteran Business Enterprise (DVBE) and Disadvantaged Business Enterprise firms in doing business with the Department and consistent with the Governor's Executive Order and our corresponding Departmental goal to contract small business firms. The incumbent oversees all public outreach with the small business community, including the Orange County Small Business Development Center (OCSBDC), Small Business councils, and CalMentor program. Reviews district construction projects and purchases to ensure compliance with all policies and directives. Develops and maintains effective working relationships with other state agencies, divisions within the department and district, and small business, disabled and disadvantaged firms. Creates and implements materials to market the Department's intent to contract and procure with identified firms and to communicate and train those owners in the benefits of certification. Reviews, negotiates, and recommends actions to the Staff Services Manager I that can then be implemented to assist the district's Administrative Officers and purchasing agents with using SB/ DVBE/DBE firms. Establishes and implements community outreach and marketing strategies to enhance program participation. Develops community workshops for SB/DVBE/DBE within the district. Works directly with the district Administrative Officers and purchasing agents to ensure departmental SB/ DVBE/DBE procurement goals are met. Reviews quarterly statements from all divisions and monitors their small business purchases. Forwards information to Administrative Officers and purchasing agents received from state certified vendors as to their products and services that can help the district meet the mandated goals. Develops, conducts presentations and outreach at various meetings held by the district, other state agencies, and various business organizations, including the Orange County Small Business Development Center (OCSBDC) and Chamber of commerce events. Plans, coordinates, and facilitates the district's Annual Procurement Fair. Attends and may participate in other SB/ DVBE/DBE related functions/meetings in Headquarters and in other districts. Receives and distributes information about SB/ DVBE/DBE vendors to purchasing agents within the district about the vendors and their products. Prepares quarterly activity reports and various ad-hoc reports as requested for District 12 management and Headquarters, including tracking how much business we conduct with SB/ DVBE/DBE firms. Keeps district management abreast of SB/ DVBE/DBE activities being held both locally and throughout the State. Performs research to locate and contact various SB/ DVBE/DBE firms and to respond to requests for information pertaining to SB/ DVBE/DBE.

10%	E	Special Program/Employee Recognition Program Coordinator Plans and organizes special Equal Employment Opportunity Programs and related activities or training in the District, which promote the concepts of the program, such as "Diversity and Disability Awareness Day" and "Bring Your Child to Work Day".
5%	M	Other duties Coordinates and promotes the Statewide Language Survey for the District to determine if the Department employs a sufficient number of qualified bilingual persons in the public contact positions as required by the Dymally-Alatorre Bilingual Services Act of 1973 to eliminate language barriers that may preclude people from access to public services. Coordinates the annual filing of the Statement of Economic Interest for the District employees designated in the Department of Transportation's conflict of interest. May act in the absence of the SSMI/Branch Chief of EEO/Risk Management.

[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, but may act as lead.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Must have knowledge of the State and Federal Equal Opportunity laws and regulations pertaining to the Caltrans Director's policies and directives related to equal opportunity, civil rights, and reasonable accommodation as it applies to EEO and Recruitment.

Must have strong written and verbal communication skills. Must have the ability to prepare detailed written correspondence in a clear and logical manner regarding EEO matters/issues, compile statistical reports, and submit monthly reports to the HQ Office of Equal Opportunity. Must be able to give verbal presentations.

Must have strong interpersonal skills and cultural sensitivity to working with District personnel at all levels.

Must be able to analyze and identify problems and research reasonable remedies to recommend resolution of those issues at the lowest possible level within the District and/or make referrals to the Caltrans Discrimination Complaint Investigation Unit.

Must have tact, diplomacy, flexibility, willingness to take direction and constructive criticism. Incumbent must understand fully the sensitivity of dealing with issues that affect the work environment of the District and to ensuring the confidentiality and privacy of the information received.

Ability to: Communicate and follow direction at a level required for successful job performance. Ability to modify and change work methods to solve various problems encountered in daily operations. Ability to interact cooperatively and effectively with multi-disciplinary staff. Ability to analyze administrative problems and make recommendations to management on how to adopt an effective course of action; reason logically and creatively; consult with and advise administrators and other interested parties on subject matter within the area of assignment; develop and implement new and revised methods and procedures; ensure operational effectiveness of the Program; establish and maintain cooperative working relationships; present ideas and information effectively; demonstrate capacity for assuming increasingly complex administrative responsibility. Ability to interact as a team member in a fast-paced environment.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The responsibility for decisions made by the incumbent has direct consequence on the Office of the District Director, District 12. The incumbent must understand that he/she will be exposed to highly confidential and sensitive material and information and act accordingly. Errors in judgment could result in civil and/or criminal liability for the District Director, and the Department. Additionally, errors in judgment and inappropriate actions of the incumbent could reflect adversely on the District, the Department, and the California State Transportation Agency. Improper resolution of issues or failure to recommend an appropriate course of action could result in the District and/or Department non-compliance with State and Federal laws, regulations, and guidelines, which could result in lawsuits, loss of federal funds and reduced District productivity.

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PUBLIC AND INTERNAL CONTACTS

As a key member of the Office of EEO and Risk Management, the employee will have continual contact with other members of the District Executive Management Team, Senior members within the District and the Department, and the Executive Support Staff within the organization, and other Caltrans employees. The employee will interact personally and/or indirectly with externals such as: key elected officials and their staff; other government agencies; local, regional, and national planning groups and agencies; key business and community leaders and stakeholders; vendors and the general public.

As required, the incumbent may represent the district Equal Opportunity Office 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 at hearings and court proceedings related to Caltrans Discrimination Complaint Investigation Unit formal complaint investigations; and at State Personnel Board hearings or mediation meetings.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: The incumbent will be required to operate within confined spaces which may require some stooping, bending, standing or sitting for prolonged periods. May be required to stay seated at desk except during designated breaks and lunch meal periods. May be required to sit in or operate a state vehicle. May be required to move audio-visual equipment between various floors on a handcart which may require pushing and moving items that may weigh as much as 25 pounds.

Mental and Emotional: Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems. Will be required to deal tactfully and courteously to the public; internal and external customers; and adhering to the Department's equal opportunity policies and directives against discriminatory or harassing behavior. Must be able to focus on precise activities beyond the distractions of a busy business environment; be emotionally stable, alert, and aware at all times. May need to prioritize work tasks to meet competing deadlines. Must reason logically, draw valid conclusions, make appropriate recommendations, and adopt an effective course of action. This position is responsible for work cooperatively with team members, managers and supervisors to identify innovations that will increase productivity, reduce cost and maintain and improve quality products and services for the Department. This position must adhere to customer service standards set by his/her unit and provide high quality service to both internal and external customers.

WORK ENVIRONMENT

The employee will be based in an office environment that is climate-controlled under artificial lights with some outdoor travel. May be required to stand or sit for long periods of time. May be exposed to or put in stressful situations. Will be required to operate various office business machines and electronic devices during the course of the assignment, such as photocopiers, workstation computer, laptop computer, projectors, printers, scanners, telephones, pagers, camera, and cell phone.

Working hours will be set at 8am to 5pm, Monday through Friday, unless other hours have been otherwise approved. Incumbent will be required to travel to EEO and Recruitment related meetings and training.

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)