

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Division of Project Management / D44	
WORKING TITLE Management Support	POSITION NUMBER 913-016-5393-030	EFFECTIVE DATE 03/23/2015

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 general direction of the Staff Services Manager I, the incumbent, in a customer service environment, independently serves as the coordinator for telecommunications, facilities management, space planning, procurement, and safety coordinator for project delivery (primary clients are the divisions of Project Management and Design). Performs a variety of duties independently, including the following, but not limited to:

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
15% E	<p>Independently serves as the telecommunications coordinator for the divisions of Project Management and Design:</p> <ul style="list-style-type: none"> <li>• Assess needs, researches and analyzes alternatives, recommending solutions, and implementing changes.</li> <li>• Initiates wireless communication orders for new service, system changes (i.e., blackberries, cell phones) and additional equipment/ accessories.</li> <li>• Monitors, reviews, audits, and process invoices, recommend final invoice approval by office chiefs and the Division of Accounting, as appropriate. Conduct research and complete analysis to develop recommendations/proposals in the form of reports, plans, and special studies.</li> <li>• Develops and maintains databases for tracking telecommunications issues, landline phones, and cell phones.</li> <li>• Prepares monthly status reports for division management on telecommunications usage.</li> <li>• Works closely with the Division of Accounting to resolve any disputes or discrepancies.</li> <li>• Prepares cost/benefit analyses to ensure best use of telecommunications equipment and budget.</li> </ul>
15% E	<p>Responsible for all aspects of facilities management for the divisions of Project Management and Design personnel:</p> <ul style="list-style-type: none"> <li>• Receives, investigates and recommends appropriate action on all facility related complaints and requests for services, such as HVAC, restroom facilities, janitorial, etc. and other duties as required to satisfy customer facility needs.</li> <li>• Coordinates with Headquarters Building Operations, stationary engineers and maintenance mechanics for repairs that are required and ensure work is complete.</li> <li>• Maintains employee and work order database on FileMaker Pro and/or Excel.</li> <li>• Prepares monthly status reports on completed facility work requests for management.</li> <li>• Serves as liaison to the Headquarters Security Officer. Report and track any theft of State or personal property to the California Highway Patrol.</li> </ul>
15% E	<p>Procures for the Project Management and Design:</p> <ul style="list-style-type: none"> <li>• Serves as the CAL-Card/PCARS analyst includes reviews service contract to ensure that all legal requirements are incorporated and enforced.</li> <li>• Prepare and analyze corporate staffing needs to support the workload for the Capital Outlay</li> </ul>

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Support Finance Letter.

- Works closely Project Management and Design to identify appropriate vendors for the purchase of equipment and supplies.
- Prepares and reviews all purchase orders (POs) and ensure POs conform with the State Administrative Manual (SAM) and all other regulations.
- Reviews all internal charge coding and verify and process invoices for payment.
- Communicates with vendors and suppliers on availability of products, prices and delivery.
- Process the purchases through the AMS Advantage accounting system, including receipt of merchandise and related quotes and justifications.
- Coordinates return or exchange of items and negotiate acceptable substitutions.

15% E

Develops and maintains the Out-of State Travel Blanket for the Project Delivery (divisions of Project Management, Design, Construction, Right of Way & Land Surveys, and Engineering Services). Process approved out-of-state travel requests and individual trip reports. Serve as the subject matter expert for the Project Delivery in preparation of the Out-of-State Travel Blanket for the up-coming year.

15% E

Monitors injuries in compliance with the Injury and Illness Prevention Plan for Project Management and Design employees to ensure prompt handling of claims and related causes:

- Recommends appropriate remedial action based on the results of safety reviews.
- Bring identified violations into compliance with Cal/OSHA requirements and the Department's Injury and Illness Prevention Plan.

Acts as the safety floor warden and coordinates with other floor wardens, first aid teams, safety coordinators, and building management on safety issues and concerns.

- Schedules and facilitate quarterly division safety meetings and annual practice evacuation drills.
- Prepares written evaluation of evacuation drills and make recommendations on any necessary actions to be taken as a result.
- Attends and participates in other quarterly and monthly departmental safety meetings, including the division and departmental Safety Stand-downs.
- Coordinate speakers, location and audiovisuals for presentations.
- Make presentations to management and staff on safety issues.
- Coordinates with the Headquarters Safety Office to notify managers, supervisors, and employees of safety-related issues, including updating the Emergency Action Plan and any related guidelines.
- Process requests for information regarding safety and health issues. Analyze and implement new safety policies and procedures.
- Coordinates the flow of information from the Headquarters Safety Office to all Project Management and Design staff.

Request ergonomic assessments for division staff as needed to ensure workstations are properly configured to meet employee needs and ergonomic requirements:

- Purchase ergonomic appliances, furnishings, equipment, etc., as necessary.

15% E

Responsible for independent study of current space needs for Project Management and Design:

- Assists management in the most efficient use of existing space and modular reconfiguration.
- Creates floor plans to scale of area requiring changes.
- Develops visuals to present study findings to management in project delivery.
- Works in partnership with the Division of Business, Facilities and Security, Information Technology and Department of General Services to develop project scope, options, and justification, and ensure a smooth transition during remodeling phases.
- Coordinates and monitors progress of all modular furniture projects and reconfigurations.
- Works closely with the project delivery management, HQ Facilities Operations staff, vendors and customers to ensure issues are addressed during the design and construction phases.
- Analyzes construction problems, control project costs and approve change orders when required.

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- Ensures planning, reconfiguration and staging are handled properly. Lead and coordinate with HQ Facilities Operations movement of staff. Monitors and approves the time used by the movers.
- Orders modular furniture or related supplies for modular projects and reconfigurations. Monitors processing of orders and installation. Dispute invoices when necessary. Ensures all required information is complete and accurate and conform to the rules and regulations as set forth by the Cal-Card program. Communication with vendors may become necessary in the completion of the project. Ensures the purchase transactions meet the specifications as ordered. Monitors and updates, as necessary, the database used for tracking expenditures.
- Coordinates the flow of information from the Division of Business Facilities, and Security to all Project Management and Design staff.

- 5% M Assists the Administrative Support Office in functional areas in coordinating telework, training, awards, forms management, legislation, conference logistics, California Public Records Act (CPRA) and the Week Ahead Reports. Performs special assignments as directed by the supervisor or Branch Chief, Resource Management and Administration, such as the annual Transportation Ridesharing surveys.
- 5% M Cross-trains employees within respective classifications on technical workload functions to improve the efficiency and effectiveness of the Office of Administrative Support in servicing the divisions within project delivery, vendors, and internal/external stakeholders. Performs other duties as appropriate for Associate Governmental Program Analysts.

<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.

### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise, but may act as lead over an Office Technician and other analysts.

### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the purpose, organization, policies and procedures of the Department of Transportation; the principles and current trends in administrative functions as they relate to resource management practices, program evaluation, and the State and Federal legislative processes; contract procedures and specification as required by the State procurement process; State and Federal laws, rules, regulations, standards, and administrative procedures. The incumbent must also have knowledge of the Department's mission, goals, and objectives. The incumbent should be familiar with the Department's Accounting Manual, the State Administrative Manual, Coding Manual, and Contracting Manual. The incumbent must have a solid understanding of what customer service is and have the ability to provide excellent customer service at all times.

Ability to reason logically and creatively; utilize a variety of analytical techniques to resolve complex managerial problems; develop and evaluate alternatives; present recommendations and information through oral and written communication methods; review and edit written reports; develop complicated written letters and reports on a variety of issues; be an advisor to program management and act on their behalf on a variety of issues; develop and maintain a level of professional integrity to insure that the best interests of the Division and Department are served. The incumbent must also have the ability to work well in the interdisciplinary team concept and be able to function in a lead capacity when called upon; manage a complex staff services program; establish and maintain project priorities.

### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent has extensive coordination responsibilities in a wide variety of administrative functions and is responsible for making recommendations to the Chief, Office of Program Management Support as they relate to performing completed staff work in these administrative functions. Failure to carry out the responsibilities of the position, make sound decisions or carry them out in a timely fashion will result in negative impacts on management decisions and adversely affecting the operations and project delivery in general. Also, failure to maintain files and proper records can cause delays in processing information and data. The consequence of error in decision-making may result in inefficient use of staff time, increased costs and management's time.

### PUBLIC AND INTERNAL CONTACTS

The incumbent must work closely with all programming, budgeting and engineering management personnel in headquarters, as well as coordinate with, provide policy and guidelines and review of headquarters and division

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personnel involved in developing and managing Capital Outlay Support resources. Additionally, contacts with other state agencies, Federal Highway Administration, and all types of vendors may be required on a daily basis.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

The Associate Governmental Program Analyst should:

- demonstrate a sense of responsibility and commitment to public service;
- participate with the organization to build on these differences and ensure that employees are treated in a fair and equitable manner;
- have the ability to multi-task;
- adapt to changes in priorities;
- be able to complete tasks or projects with short notice;
- be able to adjust rapidly to new situations warranting attention and resolution; be open to change and new information; and,
- adapt behavior and work methods in response to new information, changing conditions, or unexpected challenges.

## WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

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