

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	56/Maintenance/Office of Personnel & Field Support	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Office of Personnel & Field Support Analyst	913-660-5359-XXX	

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 direction of the Chief (Staff Services Manager I) of the Office of Personnel and Field Support (OPFS), the Associate Governmental Program Analyst provides time and labor production direction, support, and training to 26 Region Offices, Statewide, and to Headquarters Division of Maintenance.

In addition, the analyst provides consultative services to Timekeepers (i.e., Office Technicians), and Maintenance supervisory classifications (e.g., Caltrans Maintenance Managers, Caltrans Maintenance Area Superintendents, Caltrans Regional Administrative Officers, etc.) on the appropriate use of the Staff Central System and provides support to general management through administrative, analytical, and technical assignments. The incumbent performs the typical duties and responsibilities as follows:

TYPICAL DUTIES:

Percentage	Job Description
40% E	Essential (E)/Marginal (M) ¹ Independently research and analyze data (e.g., time and labor pay errors) in the Systems (i.e. Staff Central Timekeeping System and the Integrated Maintenance Management System {IMMS}). Performs problem identification and resolution to resolve complex pay issues and errors. As a member of the Headquarters (HQ) Maintenance Staff Central support team, the incumbent provides application support to the end-user. Identify end users needs and recommend effective recommendations and improvements to Statewide Staff Central processes and procedures. Identify pay errors, research the root of the error, establish and maintain professional working partnerships, and consult and advise with various offices (e.g., 26 Regional Administrative Offices, Office of Accounting, Information Technology, Division of Human Resources {DHR}, etc.) in order to develop and recommend an effective course of action to rectify and accurately resolve complex pay issues. Utilize effective written and verbal communication (e.g., Electronic communication {Outlook}, teleconferences, individual phone calls, prepare and submit clear and concise HEAT help desk tickets with accurate instruction, etc.).
10% E	Statewide monitoring of time and labor reports in order to identify pay errors and effectively communicate with the Region Offices' staff to resolve, track, and verify accuracy of Time and Labor Administration processes and ensure successful timely payment of wages to field employees, utilizing daily, weekly, and monthly reports, identification of errors and trends, documentation of issues, effective written and verbal communication, and the State Controller's Office (SCO) Processing Calendar to support the successful interface of approximately 6000 field Maintenance employee time sheets from Integrated Maintenance Management System (IMMS) to Staff Central (i.e., timekeeping database).
10% E	Consult with and advise Statewide Timekeepers on how to correct Permanent Full-Time (P/FT) and Permanent Intermittent (PI) employee's submitted time sheets in the System (i.e. Integrated Maintenance Management {IMMS}) in order to assist with correction of inaccurate reported hours and work week timesheets, utilizing clear and concise written and verbal communication, the systems (i.e., IMMS and Staff Central) and Bargaining Unit and Memorandum of Understanding Contract language to ensure timely payment of wages for field employees.
10% E	Travel Statewide, as assigned, to work as the field representative of the Office of Personnel and Field Support Unit, to support end users needs of 26 Region Offices and provide training on time and labor processes that affect approximately 6000 field employees, utilizing authorized

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commercial airlines, railways, State vehicles and all other approved forms of transportation.

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| 5% | E | Perform as Subject Matter Expert (SME) and trainer to provide and present information on Time and Labor processes to new and existing end users, utilizing the System (i.e., Staff Central), presentation skills, timekeeping policies and procedures, effective written and verbal communication, and personnel analysis, to ensure timely payment of wages for field employees. |
| 5% | M | Filter and organize raw data from Adhoc Reports generated in the system, {i.e., Staff Central} into a comprehensive spreadsheet in order to provide a completed work product of organized data, utilizing analytical skills, effective organization of information, and Microsoft Office Suite tools (e.g., spreadsheets, tables, graphs, headers, footers, etc.) |
| 5% | M | Create, develop, document, and revise, as needed, Statewide Basic Timekeeping Processes and Guidelines, utilizing all available resources (e.g. Maintenance Manuals, California Department of Human Resources {CalHR}, peers, etc.) to provide standardized operating procedures and a resource manual for Statewide Division of Maintenance Timekeepers and Maintenance Approvers on mission critical processes (e.g., Daily and weekly Time and Labor processes in the system {i.e., Staff Central}). |
| 5% | M | Present ideas and information, organize logistics for Statewide trainings (e.g., Statewide Region Office Staff Training), and coordinate and work with a group of analytical staff in preparation of the training to ensure Statewide compliance with administrative goals, policies and governmental functions, utilizing principles and practices of leadership and project management skills, innovation, teamwork, and effective oral and written communication. |
| 5% | M | Research and analyze resource materials to support Statewide compliance with Bargaining Unit 12 and 13 Post and Bid processes to ensure Departmental compliance, utilizing Memorandum of Understanding Bargaining Unit Contract language, in accordance with the Labor Relations policies and guidelines. |
| 5% | M | Perform special projects or tasks, as requested by Management, to address Division and/or organization needs (e.g., safety, planning, surveys, training, teleconferences, meetings, etc.). Develop and evaluate alternatives and provide suggestions and updates for the Office of Personnel and Field Support Unit's website to ensure that the site is transparent, applicable, and user friendly for the end user, in compliance with Departmental policy and directives, and the Americans with Disability Act. Act as back-up to monitor, resolve, and recommend effective solutions to training related issues, general requests, and inquiries that arise within the Learning Management System (LMS) in order to provide Statewide Division of Maintenance support, guidance, and direction to the end user. Train new LMS end users to navigate within the Learning Management System Database, including but not limited to, how to correctly submit internal and external training requests for Maintenance employees, search for training courses, cancel training courses, etc., to ensure accurate Statewide training history records, utilizing effective written and verbal communication, presentation skills, and partnership with the Learning and Development Office. |

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

The position does not supervise.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of Completed Staff Work.
- Ability to learn the Staff Central time and labor system, Departmental organization and operations, and general

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personnel policies and principles.

- Ability to learn current collective bargaining Memorandum of Understandings.
- Ability to use a personal computer and standard department software applications.
- Ability to work in a team environment and maintain professional and cooperative work relationships.
- Ability to work under deadlines while handling multiple client requests.
- Ability to exercise effective verbal, written, and listening communication skills.
- Ability to apply general analytical concepts for resolving complex time and labor issues.
- Ability to take responsibility for independent action and initiative in carrying out assigned duties.
- Ability to provide excellent customer service.
- Ability to travel within the State (California).

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment or the inappropriate application of the system or personnel time and labor policies and procedures may result in inaccurate time submittal, over/under or non-payment of payroll for the field employees, financial penalties, and/or compromise of the labor relations relationship with employees and labor representatives.

PUBLIC AND INTERNAL CONTACTS

The incumbent is responsible for daily contact with all levels of staff within Caltrans including, but not limited to, other support administrators, technical project staff, Region Office staff, Division of Maintenance, Division of Human Resources, management and employees. These contacts will be verbal, written, or in person, as necessary, to perform assigned workload or task.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The employee will be required to sit for long periods of time utilizing a personal computer (PC), keyboard, and video display terminal. Typically, the employee uses a PC and/or telephone (may include a headset) to conduct end user support communication activities. While on travel status, the employee may handle or carry office/training material in boxes, or a laptop typically not weighting more than 10-20 pounds per box.

WORK ENVIRONMENT

The employee's office will be in a climate-controlled space under artificial lighting. As needed, the employee will periodically travel to Region Office locations throughout the State of California to perform work in a similar office/work environment.

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)

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SUPERVISOR (Signature)

DATE