

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Analyst (Limited Term--24 Months)	Admin/Equal Employment Opportunity Program/DCIU	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Assistant Investigator	702-040-5157-924	December 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 direct supervision of the Office Chief (SSMI), Discrimination Complaint Investigation Unit (DCIU) and the functional guidance of the EEO Program Manager, the incumbent coordinates with Headquarters and District Management, District Equal Employment Opportunity Officers and Managers, Statewide Legal, Office of Enterprise Risk Management and Audits and Investigations to conduct formal discrimination complaint investigations under Government Code Section 19702 and tasks associated with the successful enforcement of the Department's EEO Policy and related Deputy Directives, Title VI, Title VII, ADA Title II, FEHA, and possible noncompliance with CFR 23 and CFR 49, grievances and management investigations and processes priority cases on an expedited basis as assigned. Travel may be required. Duties of the position include;

TYPICAL DUTIES:

Percentages

Essential (E)/ Marginal (M)¹

Job Description

50% (E)

The incumbent is required to assist Senior Discrimination Complaint Investigators (AGPA) in producing comprehensive, neutral and timely investigations. To accomplish this task, the Assistant Investigator must prepare sensitive communication documents, respond to requests for information, assist with the preparation of agency position statements, schedule investigative interviews, assist in jurisdictional reviews, assemble investigative case files, data entry, and processes legal requests. The Incumbent is responsible for updating case management database and opening/closing internal and external discrimination case files.

20% (E)

Incumbent will assist in the preparation of comprehensive, neutral, and timely investigative reports. Reports must include a comprehensive and concise summary of relevant statements, to include a neutral analysis of documentation gathered in the course of the investigative process. State and federal discrimination complaint investigation case analysis principles are a requisite in all reports.

20% (E)

The incumbent is responsible for conducting discrimination complaint intake and clarification interviews. The incumbent is responsible for

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maintaining and responding to Ethic Helpline. Initial inquiries/complaints/requests for information.

10% (E)

Prepare EEO related correspondence. Ensure proper case file maintenance, prepare time reports, travel reports, attend and conduct assigned training and attend staff meetings. Performs clerical and various other administrative duties as needed.

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

Incumbent does not supervise staff, however may act as a lead over projects.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must have extensive knowledge of the federal, state, and Department EEO statutes, laws and policies concerning the Equal Employment Opportunity Program, discrimination complaint process, and both State and Federal anti-discrimination laws. The incumbent is responsible for directives and related statutes that include: DP-01-R10, DD-1-R1, DD-42-R3, DD-49-R4, and DD-76-R3, Title VI and Title VII of the Civil Rights Act of 1964, Fair Employment and Housing Act, GC Sections 12920-12951, and CFR 23.

The incumbent must be familiar with and have the ability to apply: the Department's mission, vision, and goals; sound business personnel management principles and practices to ensure program compliance; the state and federal legislation process; and the Department's Equal Employment Opportunity Program objectives. Must be able to develop and monitor program performance measures, work plans and program objectives.

The incumbent must have the ability to reason logically and creatively; utilize a variety of analytical techniques to resolve complex problems; must be able to analyze situations in an impartial manner, develop alternatives and recommend an effective course of action; must be comfortable with public speaking, training small and large groups, and utilizing effective negotiation skills; have the ability to develop and propose alternatives and recommendations through oral and written communications; review and edit reports; develop letters, action plans, and policy statements; manage a complex and varied EEO training program; establish and maintain priorities; and effectively contribute to the Department's Affirmative Action Program. The incumbent must also have the ability to work well in the interdisciplinary team concept and be familiar with the basic concepts of Total Quality Management. The incumbent must be willing to travel.

Incumbent must be able to take action independently, make recommendations, set priorities, and meet deadlines. Must be able to work closely and effectively with others and be able to communicate effectively, both orally and in writing. Incumbent must have a positive attitude and be a team player.

The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs. The incumbent must be able to use a word processing system such as Word, to write and develop reports, letters, memorandums and policy statements. The incumbent should be familiar with and able to utilize database systems such as Filemaker Pro for data entry and records administration.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequence of an erroneous action or recommendation based on an inaccurate analysis or investigation could result in an employee being inappropriately accused of a discriminatory activity and subsequent dismissal and possible litigation. The incumbent will make no independent recommendations for action to be taken by the Division Chief, District Directors, or Deputy Directors requesting consultation or an investigation. Poor decisions or an error in judgment as to what should be obtained and reported during an investigation or EEO related analysis could result in legal actions against the Department, loss of funding revenue, legislative sanctions, betrayal of public trust, and embarrassment to the Department and the Discrimination Complaint Investigation Unit.

PUBLIC AND INTERNAL CONTACTS

The incumbent will work and have contact with all levels of staff and management (including the Division Chief level and above) on sensitive matters in the informal/formal complaint process. The incumbent is in regular contact with various departmental entities and external agencies including the Department of Fair Employment and Housing (DFEH), Equal Employment Opportunity Commission (EEOC), Department of Human Resources (CalHR), State Personnel Board (SPB), Federal Highway Administration (FHWA), Caltrans Legal Division, Office of Business and Economic Opportunities, Office of Enterprise Risk Management and Caltrans District and Division offices. The incumbent must be able to treat personnel at all levels within the Department with tact and respect.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may subject incumbent to occasional bending, stooping, and kneeling. Incumbent must have ability to work on a keyboard, with a video display terminal and may be required to sit and/or stand for long periods of time.

Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed to conduct interviews/investigations, for problem resolution, evaluating large amounts of data, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Incumbent must be able to deal effectively under pressure, maintain focus, and intensity even under adversity.

Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must be able to manage a diverse workload, delegate assignments as appropriate, and keep manager apprised of workload status and any items that may impact timely completion. Required to consider and to appropriately respond to the needs, feelings, and capabilities of different people and different situations; must use tact and treat others with respect.

WORK ENVIRONMENT

While at the base of operation, the incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation. Working hours will be set sometime between the hours of 8:00 a.m. to 5:30 p.m.

The incumbent will periodically be required to travel to other State offices to attend meetings, interviews/investigations and/or training purposes including District Offices and Field Offices throughout the State.

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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.)

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
