

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Analyst	OFFICE/BRANCH/SECTION DBFAMS/HQ Building Operations	
WORKING TITLE HQ Parking Coordinator	POSITION NUMBER	EFFECTIVE DATE 12/01/2015

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 supervision of a Staff Services Manager I, the incumbent is responsible for activities related to the day-to-day facilities management within the Sacramento Headquarters area. This includes, but is not limited to administering Sacramento Headquarters employee and visitor parking and facilities management projects.

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
55% E	<p>The incumbent is the subject matter expert responsible for administering the department's Sacramento parking resources through the Headquarters Building Operations Center. This requires proficiency as team leader, project manager, and contract manager responsibilities to orchestrate and to juggle parking assignment solutions, effect corrective parking actions, and initiate modifications and regular maintenance of the parking lots, bicycle cage, lockers and contractor parking areas. All while maintaining strict confidentiality and professionalism to resolve parking conflicts with through calming customer service while providing options and opportunities to ensure the department effectively and efficiently meet its goals of partnership with district management, staff and other transportation stakeholders.</p> <p>These activities require daily interaction with customers (from directorate to contractors), collaboration with internal and external entities, analysis and matching of parking needs with resources, research for options and data for violators, advising customers for adherence to policy and alternatives, data collection, evaluation for accuracy and completeness, report writing and development and production of spreadsheets, while maintaining accurate and comprehensive data in the Parking Lot database and Work Order database.</p> <p>This includes consultation with staff, management, vendors, liaison with Regional Transit, General Services, Central Parking, bicycle-users group, ADA-committee, the First Aid and Evacuation Teams, and others to ensure varied needs are met with available resources by providing management with solutions to improve effectiveness and enforcement of department policies and procedures.</p> <p>Develops forms, documents and data collection alternatives, advises on and implements policies and procedures related to parking management, such as: daily visitor parking assignments, payroll deductions and related changes for monthly parkers through the State Controller's Office, parking lot issues, processing payment of parking, enforcement of policies by interfacing with the California Highway Patrol and Department of Motor Vehicles.</p> <p>The incumbent demonstrates daily professionalism, sensible judgment, quick critical thinking and consistent diplomacy when responding to daily parking or facility inquiries both verbally and in writing to internal staff and externals in accord with established policies and guidelines.</p> <p>Researches and analyzes opportunities for editing and improving policies and procedures, or develops and produces Decision Documents and Issue Papers for process or facility improvement. Advises Building Managers of opportunities and concerns, prepares and delivers presentations and reports to management and staff as needed. Develops, produces and edits instructional materials for parkers, BOC staff handling parking needs and management for work standards and procedures. Also works with the Department of General Services, Fleet Administration, for</p>

# POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

additional parking resources and policies.

- 25% E Responsible as Liaison between the Building Manager's office and employees at the 1120 N Street Headquarters building and leased buildings within the Sacramento area on specialized projects in collaboration with the Office of State Fire Marshal, Department of General Services, and other agencies, contractors and vendors to ensure safe and operational facilities which enable the department to improve mobility across California.
- As project manager, evaluates customer/facility needs, inspects, identifies and analyzes and provides options, interprets and applies Fire, Life and Safety regulations, ADA requirements, and office space guidelines, and or lease agreements, presents options to management, schedules, coordinates and manages the work in conjunction with the Department of General Services (DGS), contractors, building owners and property management firms, verifies completion of work and application to customer needs, building repairs, and facility projects to ensure safe and operational facilities are in working condition.
- This involves diligence, teamwork, planning and follow-through in all areas of project management, including project initiation, information gathering, research and analysis of alternate proposals, critical path scheduling, adjustments, coordination with vendors, contractors, other agencies, all levels of Caltrans staff, preparation of presentation materials for conference with management, Decision Documents or issue papers. Incumbent meets with customers and contractors, collects and analyzes needs data, prepares and delivers working proposals and Decision Documents, develop scope of work, specifications and timelines, working drawings, parts lists, equipment needs, and other project information for the preparation and execution of contracts for services. Coordinates and obtains design services, Fire Marshal approval, and relocation of services, equipment and furniture (including surplus furniture to the warehouse). Prepares and submits necessary documentation for vendor payment. Endures project goals and timelines are met for moving services for staff, equipment, and furniture.
- Reviews daily progress and developments, and coordinates needs with solutions for customers and contractors for space allocations, modular furniture configurations, and facility work to ensure program staff needs, Fire Marshal and ADA code requirements are met. Receives, reviews and assigns payment of moving service invoices.
- Responsible for acquisition of goods, preparation/coordination and monitoring of purchasing activities using the Cal-Card program for Building Operations and disposition of surplus equipment and furniture to the Department of General Services.
- 10% E Provides oversight and management of the Regional Transit business passes for Headquarters programs for employee business purposes between Headquarters facilities in the Sacramento area. Also coordinates the locker room assignments and projects associated with Headquarters shower facilities. Prepares and submits service requests to the Department of General Services.
- 10% E Updates and maintains emergency evacuation plans for each area assigned. Assists emergency evacuation drills. Assists in the Coordination of facility security exercises with the State Fire Marshal, CHP and the Sacramento Fire Department. Assists facility evacuation teams, first-aid teams and other related tenant support teams in the performance of their responsibilities. Assists with Facility Safety Inspections of facilities. Conducts tenant meetings with program staff in the various facilities. Receives initial notice of building emergencies and first-aid needs; responds quickly and calmly to coordinate emergency services as needed. Utilizes the building public announcement system to notify tenants of an emergency.

<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

No supervision exercised. The incumbent may act with lead responsibility for office staff, or as team leader, and project manager for various staffs where project work is being done.

## KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires knowledge of principals and modern methods of public and business administration, administrative analysis, contract management, mathematics, budget experience, principles of general office management, computer

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

data entry, modern office methods, forms and equipment. It also requires the ability to reason logically and creatively; use of variety of analytical techniques; interpret and apply rules and procedures, develop and evaluate alternatives, analyze data and present ideas and information effectively; communicate (both orally and in writing) with various levels of personnel and the general public; consult with and advise management on issues associated with providing safe and efficient work sites for Caltrans employees.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent must reflect Headquarters Facilities Operations as a leader in excellent customer service. Failure to do so could negatively impact our credibility with supervisors, managers and employees. Failure to appropriately complete assignments could result in poor service to clients, poor working relationships, fiscal overruns and general poor business practices.

**PUBLIC AND INTERNAL CONTACTS**

The incumbent will have regular contact with all levels of staff and customers from the districts and headquarters offices, as well as staff from other state agencies, vendors, contractors and the public.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Physical – Employees may be required to sit for long periods of time using a keyboard and video display terminal. Must also be able to move quickly at a moment’s notice to various parts of the facility in the event of an emergency. May be required to walk and stand for along periods of time when overseeing projects within the facility.

Mental – Must have the ability to multi-task, adapt to change in priorities, and complete tasks or projects with short notice.

Emotional – Most of the jobs in the Division require interaction with many people. It is important that employees work with others in a cooperative manner. May be subject to and have the ability to handle irate employees in a calm manner. Ability to resolve emotionally charged issues reasonable and diplomatically. Must deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent even under adversity.

**WORK ENVIRONMENT**

While at the base of operation, employee will work in a climate-controlled office under artificial light. Due to periodic problems with the heating and air conditioning, the building temperatures 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)

While at the base of operation, employee will work in a climate-controlled office under artificial light. Due to periodic probl

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

# POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

---

SUPERVISOR (Signature)

DATE

---