

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Analyst	DIVISION/OFFICE/BRANCH Human Resources Office of Statewide Liaison Services	
WORKING TITLE District Human Resources Liaison	POSITION NUMBER	EFFECTIVE DATE

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 Branch Chief, a Staff Services Manager I in the Division of Human Resources, and with guidance from a lead analyst, the incumbent works as the District’s Human Resources Liaison (HRL). The Human Resources Liaison provides technical guidance to managers and supervisors regarding current personnel issues, policy and procedure changes, and policy implementation. The Human Resources Liaison demonstrates a positive attitude, a commitment to providing quality service that is accurate, timely and exceeds our customers’ expectations, and maintains complete confidentiality.

TYPICAL DUTIES

Essential Tasks

25% The HRL serves as the District Office Reasonable Accommodation Liaison with guidance and direction from a lead analyst, and is responsible for meeting with district staff and/or supervisors/managers regarding the reasonable accommodation process so that issues are resolved within the timeframes set forth by the law. Reviews and analyzes requests for reasonable accommodation, drafts correspondence to physicians, and presents recommendations to lead analyst and/or Staff Services Manager I/II for review. Once reviewed, advises the supervisor/manager on the most appropriate course of action. When necessary, discusses complex issues with the Department’s Reasonable Accommodation Coordinator to ensure the Department is following the laws, rules, and regulations set forth by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC).

20% With guidance from a lead analyst and/or Staff Services Manager I/II, the HRL advises district management and supervisory staff on resolving or responding to questions related to routine personnel issues, such as FMLA, Reasonable Accommodation, the Individual Development Plan (IDP) process, etc. Consults with managers and supervisors on employee issues and refers any disciplinary issues, including workplace violence, discrimination, sexual harassment and theft or where an internal/external investigation has been conducted to the Office of Discipline Services in Safety and Management Services in Sacramento (HQ).

- 20% Coordinates the service of actions from the Office of Discipline Services. Serves as the contact person for employee/representative when an action is served, schedules Skelly and Coleman hearings, notifies all parties, provides the Skelly/Coleman Officer with all relevant documents prior to the Skelly/Coleman meeting, and provides timely notification to all parties of the Skelly/Coleman Officer's recommendation as a result of the meeting. On occasion, may be required to serve as a note taker at an actual Skelly/Colman meeting.
- 20% With the assistance of a lead analyst, conducts training on various Human Resources topics for District supervisors and managers. Training will include but is not limited to Duty Statements, Documenting Employee Performance, the Individual Development Plan (IDP) process, FMLA/CFRA, and Reasonable Accommodation. Training will be conducted regularly and routinely in each District Office regarding personnel procedures and supervisory responsibilities to ensure that existing and newly appointed managers and supervisors are aware of the most current Human Resources processes and information. The Liaison provides support at the District level to the DHR Examination Program serving as Chief Proctor on non-MSP examinations or Chairperson on Qualifications Appraisal Panel (QAP) interview examinations, and receiving, auditing, and securing examination materials. The Liaison may serve as an Assistant proctor on examinations under direction from a lead analyst. The Liaison is expected to comply with civil service rules and regulations regarding the administration and security of examinations, as well as the written guidelines set forth in the Caltrans Examination Security Procedures for Liaisons. The Liaison may be required to travel to other district offices as needed, and assist with examinations and/or cover the workloads of his/her coworker, which will require direct communication with supervisors and managers s/he is not normally assigned.
- 15% With direct guidance from a lead analyst and/or Staff Services Manager I/II, provides expert advice and consultation to District Executive staff regarding personnel issues. This involves effective communications with district management to build understanding and to strengthen cooperation in the administration of the Division of Human Resources' policies and procedures in accordance with State laws and rules that govern personnel operations. Incumbent is responsible for submitting to the Division of Human Resources Branch Chief, for review, approval, and implementation, action plans that effectively meet customer needs by delivering quality services in the most cost effective manner. Knowledge of the Department's program goals and objectives, policies and procedures, Employment Laws, and the Government Code, as well as the Division of Human Resources policies, procedures and practices is expected.

SUPERVISION EXERCISED

None.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The HRL is knowledgeable and able to interpret and apply all laws, rules, policies, and practices related to personnel operations in State government. The HRL must be familiar with and have knowledge of Caltrans mission and goals, policies and procedures, and be able to apply the personnel management program needed to accomplish them. The HRL must be able to reason logically, use analytical and research techniques to solve difficult personnel problems, use good judgment, and be able to draw valid conclusions and make recommendations for the appropriate course of action. Additionally, s/he must be able to express ideas and present information clearly and logically, both orally and in writing to managers, supervisors, and employees.

The HRL must have knowledge of various computer applications such as Word, Excel, Powerpoint, email (Outlook) and the Internet, and must be able to give oral presentations to groups of various sizes and at various levels of within Department. The HRL will be expected to review and evaluate requests from managers and supervisors that cover a broad range of personnel issues. S/he will develop technically sound alternatives that may include developing new approaches and organizational changes or revisions. S/he must be able to provide thorough and completed staff work on personnel related issues and meet the needs of the operational units.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The HRL makes decisions that may be sensitive in nature and, if necessary, require discussion with the supervisor. Poor decisions could result in the failure to properly resolve employee issues, inappropriate action(s) being taken against an employee, financial liability and/or discredit to the department. The HRL must be able to act responsibly and research existing policies and rules prior to making any recommendation(s) on how to handle any specific issue.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the Division of Human Resources (DHR) reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The HRL confers with all levels of management and staff in Caltrans and with employee representatives (e.g., union representatives, personal attorneys, etc) in his/her daily activities. They also consult with staff from various control agencies for guidance and assistance.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

May be required to sit for prolonged periods of time, use a computer keyboard and monitor, and be able to develop cooperative working relationships with all customers. The Liaison may be required to move large or cumbersome manuals and/or equipment from one location to another, including training materials and/or handouts. Must be able to attend off-site meetings regularly and must be able to travel to Headquarters occasionally.

Sustained mental activity will be required for problem solving, analysis and reasoning. Ability to recognize emotionally charged issues or problems and able to respond appropriately to difficult situations. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects on short notice.

Analysts interact with the public and employees at all levels within the department and other agencies. This interaction requires the ability to develop and maintain cooperative working relationships with individuals of diverse cultural backgrounds.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office at workstations within cubicles under artificial lighting. Incumbent may also be required to travel to and from Southern California District Offices and Headquarters, and work outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee _____ **Date** _____

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

Supervisor _____ **Date** _____