

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
POSITION DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b>	<b>DIVISION/OFFICE/BRANCH</b>	
Staff Services Manager I (Specialist)	Human Resources Office of Reasonable Accommodation/FMLA	
<b>WORKING TITLE</b>	<b>POSITION NUMBER</b>	<b>EFFECTIVE DATE</b>
Reasonable Accommodation & FMLA (RA/FMLA) Coordinator		

**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 Chief, Office of Statewide Liaison Services, and Reasonable Accommodation/FMLA programs, a Staff Services Manager II in the Division of Human Resources (DHR), the incumbent works as the Reasonable Accommodation/FMLA (RA/FMLA) Coordinator and serves as the official representative and subject matter expert on behalf of Caltrans on all reasonable accommodation or FMLA issues. As the representative for Caltrans, the Coordinator will be required to travel throughout the State on a regular basis and will be required to represent the Department at administrative hearings and depositions. The RA/FMLA Coordinator must demonstrate 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 RA/FMLA Coordinator develops training, policy and procedures for Caltrans to ensure consistency statewide in the area of reasonable accommodation and FMLA processes. In addition, serves as the central resource for technical guidance and assistance to DHR’s Statewide Liaisons and provides training and updates on these processes. Answers general process questions from department managers and supervisors to help guide and resolve their employee’s requests within the timeframes set forth by law. Independently reviews, analyzes, and recommends best course of action in the application of the Department’s policies on reasonable accommodation and FMLA, and ensures that Department policies are consistent with the laws, rules, statutes and regulations, including specific case law, set forth by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC).

The RA/FMLA Coordinator is responsible for keeping abreast of any changes to rules, regulations, or laws, and ensures that the Department's Reasonable Accommodation Guide is updated regularly to reflect current changes. The RA/FMLA Coordinator acts as a resource and provides general direction to the District Reasonable Accommodation Liaisons on the Department’s reasonable accommodation and FMLA processes. As needed, the RA/FMLA Coordinator works closely with DHR staff, District Reasonable

Accommodation Liaisons and/or District Safety Officers, and managers/supervisors on non-industrial reasonable accommodation requests requiring permanent placement to alternate positions.

25% The RA/FMLA Coordinator independently develops and conducts training on reasonable accommodation and FMLA for district managers and supervisors. The training will be conducted regularly and routinely for Headquarters managers and supervisors regarding personnel procedures and supervisory responsibilities related to the RA and FMLA processes. In addition, training will also be provided to any district office that requests on-site training in these areas, and the RA/FMLA Coordinator will regularly participate in the Supervisory Training Program (STP) throughout the state to ensure that newly appointed supervisors are trained on their roles and responsibilities in regard to the RA and FMLA processes. The RA/FMLA Coordinator is also expected to conduct at least quarterly training and/or information sharing with the District Reasonable Accommodation Liaisons and/or District Safety Officers to ensure that the RA and FMLA processes are consistently applied throughout the state.

25% Prepares Department's response to appeals related to evidentiary hearings or litigation in the area of Reasonable Accommodation denials before the SPB, DFEH, or EEOC. Present oral argument of facts and law about the Department's processes and policies before an administrative law judge. Prepares witnesses to testify in administrative law proceedings, presents testimony on direct examination of witnesses, conducts cross-examinations of witnesses, and introduces clear and convincing evidence into the record. Prepares written responses to discovery requests and issues and serves subpoenas. Assist Legal Division staff in representing the Department in civil actions. Negotiates, writes, and obtains approval from management, SPB, CalHR and the appellant and their representative for Stipulated Settlement Agreements when necessary. Regularly communicates with executive staff, supervisors and managers, and DHR staff regarding any settlement agreement(s).

The RA/FMLA Coordinator communicates with District Offices to gather information, and independently drafts second level appeal responses on behalf of the Deputy Director of Administration.

15% The RA/FMLA Coordinator reviews employee requests for reasonable accommodation and physician verification (PMS 0018 and 0019), and the supervisor's response for completeness and ensures that the relevant information is entered into the reasonable accommodation database by the Liaisons statewide. Generates historical and statistical data reports based on information captured in database as requested by management and/or needed for audit inquiries. The RA/FMLA Coordinator is responsible for maintaining the database, including verifying that the appropriate security clearances/authorizations are in place for users of the system. Any security breach of the database must be reported immediately to the Office Chief, Assistant Division Chief, and the Division Chief of Human Resources.

### Marginal Tasks

10% The RA/FMLA Coordinator is responsible for maintaining files and compiling and analyzing statistical data related to RA/FMLA, as requested. The RA/FMLA Coordinator is expected to provide coverage within the unit as needed, and may assist on special projects/assignments and complete other duties as assigned.

### **SUPERVISION EXERCISED**

None; however, may serve in a lead worker capacity over other DHR staff, providing guidance and reviewing work.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

The RA/FMLA Coordinator is knowledgeable and able to independently interpret and apply all laws, rules, policies, and practices related to personnel operations in State government, including but not limited to the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA) and California Family Rights Act (CFRA), Reasonable Accommodation, Fair Employment and Housing Authority (FEHA), and the Equal Employment Opportunity Commission (EEOC). The RA/FMLA Coordinator 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 RA/FMLA Coordinator must be able to reason logically, use analytical and research techniques to solve difficult personnel problems, use good judgment, work independently, 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.

Knowledge of the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, and employee supervision, development and training; Caltrans policies and procedures, safety, health, and equal opportunity objectives; legal principles and practices with particular reference to the laws governing public offices and agencies; trial and appellate court procedure; and the rules/laws of evidence.

Demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Ability to research, understand, interpret and articulate applicable employment laws, rules and regulations; prepare and conduct actions and proceedings before administrative law bodies; analyze and apply legal principles and precedents to particular sets of facts; present oral statements of fact, law, and argument clearly and logically; provide clear, concise, and effective written actions and documentation; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

The RA/FMLA Coordinator 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 the Department. The RA/FMLA Coordinator will be expected to review and evaluate all requests from managers and supervisors, and 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 RA/FMLA Coordinator makes independent 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 RA/FMLA Coordinator 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 RA/FMLA Coordinator 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 incumbent 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 throughout the state as needed.

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.

Incumbent interacts 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 will be required to travel throughout the State and to individual District Offices and may require working outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

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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.

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**Employee** **Date**

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

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**Supervisor** **Date**