

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION District 05 - Maintenance Support	
WORKING TITLE District Recoveries Analyst	POSITION NUMBER 905-600-5393-xxx	REVISION DATE

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the general direction of the Staf Services Manager I, the incumbent will be responsible for the District 5 State Property Damage Reimbursement/Recoveries process Incumbent will be responsible for obtaining and analyzing state property damage reports from law enforcement agencies such as, California Highway Patrol (CHP), County Sheriffs, and Local Police Departments, verifying all costs such as labor, equipment, and materials against the Integrated Maintenance Management System (IMMS) Service Requests and Work Orders to ensure invoicing is accurate and justifiable in the event the responsible party or legal council challenges any expenses or refuses to pay.

CORE COMPETENCIES:

As an Associate Governmental Program Analyst, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Equity - Collaboration)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety - Equity, Integrity)
- Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Safety - Integrity)
- Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Safety - Collaboration, Integrity, Stewardship)
- Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Equity - Collaboration)
- Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Employee Excellence - Equity)
- Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Safety - Integrity, Stewardship)
- Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Employee Excellence - Integrity, Stewardship)
- Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety - Innovation)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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50%	E	Incumbent will serve as the single point of contact between Caltrans District 5, CHP and other law enforcement agencies to obtain and analyze state property damage reports and records for the District Maintenance Recoveries program that reimburses approximately \$2 million to the Maintenance program Operating Expense budget annually. Communicate and assign damage reparation requests to Caltrans Maintenance Area Superintendents and Supervisors utilizing Integrated Maintenance Management System (IMMS) Service Requests. Track and monitor state property damage repairs and all affiliated costs (i.e. labor, equipment, materials, contractor fees) to ensure costs are captured correctly in IMMS in preparation for Accounts Receivable - Abatement Unit for invoicing. Review all Work Orders and Service Requests for accuracy and completeness to prevent challenges from responsible part or legal council resulting in refusal to pay.
25%	E	Incumbent will independently prepare monthly reports outlining outstanding invoices, payments received to date, and incident logs that are missing property damage reports to management. Incumbent will communicate with private insurance companies to obtain necessary documentation to complete the damage recovery package for Accounts Receivable - Abatements Unit for processing.
15%	E	Incumbent will serve as a subject matter expert for the damage recoveries process. Analyst will conduct trainings for District 5 Caltrans Maintenance Supervisors and prepare reference guides and procedure materials for Field Maintenance personnel. May be asked to train other district recoveries staff as needed.
10%	M	May be asked to cover Traffic Management Center (TMC) in the absence of Communications Operators or Dispatcher Clerks or assist during natural disasters, Emergency Operations Center activations, or severe weather events due to the incumbents familiarity to the LCS and IMMS operating systems.

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
None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
The incumbent must have knowledge of principles and practices of general business management and modern methods of public and business administration; knowledge of various computer applications and operations, and of modern office methods, data entry procedures, data processing language, input and output documents, error entry recognition and correction; ability to reason logically and develop effective actions and solutions and effectively present answers to internal and external representatives in a sensitive and diplomatic manner; Requires the ability to use a variety of analytical techniques to resolve complex administrative or governmental problems, conduct administrative research, reason logically and creatively, and present conclusions in a clear and concise manner. Must be able to establish and maintain cooperative working relationships. Must be able to learn and perform in IMMS, Integrated Maintenance Management System. This is an autonomous position and the incumbent must be able to work with a very high degree of independence.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
The Coordinator is responsible for carrying out all aspects of duties in a professional manner in accordance with existing policy, procedures, rules and guidelines. Errors in judgment may result in monetary loss to the State, substantial misunderstanding or embarrassment, or a breakdown in communication and loss of confidence and credibility between agencies or unnecessary delay to the traveling public, potentially hazardous traffic conditions, or liability to the State.

PUBLIC AND INTERNAL CONTACTS
The incumbent has close and frequent communication with a wide variety of local and headquarters Caltrans personnel. Will also communicate with CHP. Must be able to respond to inquiries and provide accurate and factual information and should be able to deal effectively with others. Will be expected to communicate with numerous people, both within and outside of the Caltrans organization. This position requires extensive contact with staff from CHP, Caltrans Maintenance, Construction Branches and Public Affairs in the district. Frequent contact may also be made with the general public. Good communication and interpersonal skills are required.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
Physical requirements for this position include standing or sitting for long periods of time using a keyboard and video display terminal and may occasionally require bending, stooping and kneeling and lifting. Mental requirements for this position include the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice; ability to organize and prioritize large volumes of varied documents; and the ability to concentrate in order to review and create documents and meet strict deadlines. Emotional requirements for this position include: interaction with many people and the ability for employees to work together in a cooperative manner; ability to resolve emotionally charged issues reasonably and diplomatically; deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity; consider and

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respond appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect; open to change and new information; and adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must be able to function rationally and maintain professional work ethics while communicating and coordinating with others under various conditions.

WORK ENVIRONMENT

The incumbent will work primarily in a climate-controlled office with artificial lighting and use a computer, keyboard, mouse and monitor.

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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

EMPLOYEE (Print)

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

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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