

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION Division of Procurement and Contracts/CAL-Card Branch	
WORKING TITLE CAL-Card Administration & Compliance Analyst	POSITION NUMBER 702-019-5393-xxx	REVISION DATE 05/2023

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the Staff Services Manager I in the Division of Procurement and Contracts (DPAC), the incumbent independently develops written policies, procedures, and control measures to ensure Departmental compliance with program requirements. Coordinates and monitors the statewide CAL-Card Program for the Department of Transportation. Provides findings and recommends corrective actions to DPAC Management to ensure program compliance. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' expectations.

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity, Pride)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity, Pride)

TYPICAL DUTIES:

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

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50%	E	<p>Performs compliance reviews of procurement files, documents findings, and provides recommendations. Travel will be required to various locations. Independently analyzes reports from US Bank and the Division of Accounting to make a determination if CAL-Card transactions are prohibited. Evaluates CALCard</p> <p>Statement of Account packages to ensure compliance. Develops and maintains spreadsheets and reports to track account information, cardholder spending levels, prohibited and late purchases, and corrective actions taken for violations. Researches and consults with program staff and management regarding permissible CAL-Card transactions. Makes written findings and recommendations to management regarding potential warning notifications and cardholder cancellations. Independently recommends solutions to resolve repeat problem areas and responds to cardholder appeals. Accomplishes tasks in accordance with all applicable statutes, the State Contracting Manuals, the Caltrans Acquisitions Manual, the purchasing delegation from the Department of General Services, and the State Administration Manual. Serves as a liaison between the Division and Districts and Programs. As a lead analyst, trains co-workers and reviews their work prior to manager approval.</p>
30%	E	<p>Conducts CAL-Card Program training in various locations to a wide variety of audiences. Develops CALCard</p> <p>Program training. Incumbent is the subject matter expert regarding procurement rules and regulations; and the CAL-Card Program. Serves as the liaison with cardholders, approving officials, and the CAL-Card Program's bank. Writes and updates documents informing cardholders, approving officials, and liaisons of program updates to comply with all applicable statutes, the State Contracting Manuals, the Caltrans Acquisitions Manual, the purchasing delegation from the Department of General Services, the State Administration Manual.</p>
15%	E	<p>Administers the bank's database by reviewing and processing applications and account adjustments from cardholders and approving officials. Independently issues CAL-Cards, cancels CAL-Cards, transfers, and authorizes CAL-Card users. Performs database management tasks associated with creation of CAL-Card levels and establishment of approving officials. Performs database administration of cardholder and approving official information in the Department's financial system. Reconciles bank and Department's financial systems to ensure accuracy of cardholder information.</p>
5%	M	<p>Attends CAL-Card audit entrance/exit meetings. Researches and provides information to auditors. Drafts written responses to audit findings and recommendations. Reviews and updates CAL-Card information contained on DPAC's website.</p>

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

No direct supervision. Serves as a lead over less experienced CAL-Card Administration and Compliance Analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have general knowledge of principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, management analysis, governmental functions and organization, State contract and procurement processes. Must have the ability to read, understand and apply law, rules, policy and procedures including those found in the Government Code, Public Contract Code, State Contract Manual, State Administrative Manual, Streets and Highway Code, applicable federal regulations, and applicable regulations of Caltrans and the various control agencies such as the Department of General Services (DGS) and the State Personnel Board.

A high level of analytical and interpersonal skill is required. The incumbent must have the ability to analyze problems and recommend an effective course of action. The incumbent must have the ability to speak and write effectively and perform with a high degree of independence. The incumbent must be able to make presentations and competently represent the Department. The incumbent must have the capability of working with personal computers and an aptitude for learning various software programs. The incumbent must be able to establish and maintain cooperative working relationships with managers, Caltrans' employees, and contractors. The incumbent must exercise tact and good judgment. The incumbent will be required to prepare and present findings and make recommendations on specific problems.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The above duties have an impact on the Department of Transportation. Failure to carry out those duties could result in sanctions by the Department of General Services for failure to comply with procurement delegations and causing audit citations or lawsuits against the state by private contractors or labor unions.

ADA Notice

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PUBLIC AND INTERNAL CONTACTS

Within the department, the incumbent works individually and in task teams to communicate with Districts and Headquarters staff at various levels to provide consultation and advice on purchasing policies and procedures; and the CAL-Card Program. Confers with Branch Chiefs, Office Chiefs, and other management regarding CAL-Card Program issues and recommendations. Externally communicates with the CAL-Card Program's bank, Department of General Services, vendors, consultants, and other members of the business community.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent is required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Incumbent must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning.

WORK ENVIRONMENT

While at their base of operation, incumbent will work in a climate-controlled office under artificial lighting.

Travel will be required to participate in training/outreach activities both in the Districts and HQ Program areas as needed. Travel may occasionally be overnight. Overtime may occur and vacation restrictions may apply during peak processing times of each year.

Keyboard use is approximately 75% of the time.

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
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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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