

**POSITION DUTY STATEMENT**

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Associate Governmental Program Analyst	OFFICE/BRANCH/SECTION DISTRICT/04/MAINTENANCE	
WORKING TITLE Reimbursement Accounts & Recovery Analyst	POSITION NUMBER 904-660-5393-xxx	EFFECTIVE DATE 10/09/2025

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 direction of the Budget & Resource Management Manager, the incumbent is responsible for managing the Division's Reimbursements Accounts and Abatement Recovery, Conflict Resolution with Local Agencies, Toll Bridge Utility Accounts, Express Lane Accounts, and Work-for-Others Accounts. The incumbent ensures all funds owed to Caltrans for work performed or services provided to external partners, such as local agencies and transportation commissions, are accurately billed, tracked, and recovered in accordance with state and departmental fiscal policies.

The incumbent is also responsible for managing and executing tasks associated with highway maintenance projects, including oversight of project budgets, tracking of encumbrances and expenditures, and assistance with project closeouts to ensure fiscal accountability, accuracy, and compliance with program and state requirements.

**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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence - Innovation)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **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 First, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, 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. (Safety First, Cultivate Excellence - Engagement, Innovation)
- **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. (Safety First, Advance Equity and Livability in all Communities - Engagement, Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence, Advance Equity and Livability in all Communities - Equity, Integrity)
- **Planning and Results Oriented**: Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence, Lead Climate Action - Innovation, Pride)

**TYPICAL DUTIES:**

Percentage                      Job Description  
Essential (E)/Marginal (M)<sup>1</sup>

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50%	E	<p><b>Accounts Oversight:</b> The incumbent is responsible for managing, monitoring, and recovering funds owed to Caltrans for work or services provided to local agencies, regional transportation commissions, and other external partners. This includes overseeing the Division's Reimbursement Accounts, Abate Recovery process, administering Work-for-Others and Express Lane accounts, and managing Toll Bridge utility accounts to ensure accurate billing, timely collections, and fiscal accountability.</p> <p>The incumbent serves as the primary liaison for resolving conflicts or billing discrepancies with local agencies and partner organizations, ensuring compliance with established contracts, agreements, and departmental policies.</p> <p>The incumbent is responsible for managing and overseeing Express Lane and Toll Bridge utility accounts to ensure accurate cost allocation, billing, and reconciliation of shared services. This includes coordinating with the Bay Area Infrastructure Financing Authority (BAIFA) and other regional partners to ensure compliance with all legislative, contractual, and financial requirements.</p> <p>The incumbent performs fiscal analysis and cost recovery functions for the Division, including reconciling reimbursement accounts, recovering funds for services and work performed, and ensuring accuracy in billing, documentation, and collection processes. Duties include reviewing invoices and payment records, identifying and correcting discrepancies, and implementing process improvements to optimize revenue recovery and maintain fiscal integrity.</p>
20%	E	<p><b>Work-for-Others Accounts Administration:</b> Oversee the Division's Work-for-Others (WFO) accounts, including initiating billing requests, reviewing supporting documentation, and monitoring collections for completed work. Collaborate with the Accounting Office and HQ Program Review to ensure timely recovery of funds.</p> <p><b>Conflict Resolution &amp; Inter-agency Coordination:</b> The incumbent serves as the primary contact for resolving fiscal and operational disputes with local agencies and transportation partners. This involves investigating discrepancies, analyzing supporting documentation, facilitating mutual resolutions, and ensuring compliance with cooperative agreements.</p> <p>The incumbent also liaises with local agencies, transportation commissions, and external partners to interpret, negotiate, and assist in the development or renegotiation of reimbursement agreements. Through effective communication, collaboration, and problem-solving, the incumbent fosters positive working relationships and ensures efficient, transparent, and compliant fiscal operations across all inter agency partnerships.</p>
15%	E	<p><b>Highway Maintenance Project Fiscal Management:</b> Manage and execute fiscal tasks associated with highway maintenance projects. Oversee project budgets, monitor encumbrances and expenditures, and assist with project closeouts to ensure fiscal accountability and compliance with program, state, and federal requirements. Provide fiscal guidance to regional staff and ensure funds are properly tracked, reported, and reconciled.</p>
10%	E	<p><b>Reporting and Process Improvement:</b> Prepare financial summaries, performance reports, and audit responses related to recovery activities and maintenance project management. Develop process improvements to streamline billing, documentation, and tracking of inter agency reimbursements. Prepare and present analytical reports, dashboards, and summaries for management review. Recommend and implement process enhancements to streamline operations and strengthen compliance.</p> <p>Provide consultation, advice, and reporting to Division management regarding reimbursements accounts and abatement procurement, contracts, and administrative strategies.</p> <p>Maintain strong customer relationships and promote sustainable, ethical sourcing practices.</p>
5%	M	<p>Performs other related duties as required to support the Division's fiscal, administrative, and operational objectives. This may include assisting with special projects, audits, data validation, or policy implementation; providing backup for key fiscal functions; and participating in meetings, training, or workgroups to improve program efficiency and compliance. The incumbent is expected to demonstrate flexibility, initiative, and sound judgment in adapting to changing priorities and program needs.</p>

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<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.

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**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

The incumbent does not directly supervise staff but may act as a lead analyst on specific fiscal recovery or maintenance project assignments. The incumbent provides guidance, training, and technical support to program, accounting, and regional maintenance staff on proper fiscal documentation, billing procedures, project cost tracking, and reimbursement processes. The incumbent may review work prepared by others to ensure accuracy, consistency, and compliance with departmental fiscal policies and procedures.

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**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of:

State administrative and accounting procedures, budgetary control, and cost recovery principles. Interagency agreements, cooperative contracts, and fund reimbursement processes. Caltrans financial systems, including FI\$Cal/Advantage and other internal tracking tools. Conflict resolution, analytical, and negotiation techniques.

Ability to:

Analyze complex fiscal data and develop clear, accurate financial reports. Communicate effectively with internal staff, external agencies, and stakeholders. Interpret and apply state and departmental fiscal policies. Work independently and collaboratively to meet strict deadlines. Exercise sound judgment and maintain professionalism in resolving disputes.

The incumbent must possess strong analytical and critical-thinking skills to review, interpret, and evaluate complex fiscal data, contracts, and interagency agreements. Duties require the ability to analyze cost recovery reports, identify billing discrepancies, reconcile accounts, and develop solutions to ensure fiscal accuracy and compliance with state and federal policies. The incumbent must be able to interpret legislation, policies, and procedures; prepare clear and concise analytical reports and recommendations; and anticipate potential issues that may impact Division operations. Independent judgment, attention to detail, and the ability to draw logical conclusions from financial and operational data are essential.

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**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent is responsible for making independent decisions and recommendations on matters related to fiscal recovery, account reconciliation, and project financial management. Errors in judgment, analysis, or reporting could result in delays in fund recovery, loss of revenue, audit findings, or noncompliance with state and departmental fiscal policies. Inaccurate financial data may affect budget planning, project delivery, and inter-agency relationships. Sound judgment, accuracy, and attention to detail are essential to maintaining fiscal accountability and program integrity.

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**PUBLIC AND INTERNAL CONTACTS**

The incumbent maintains frequent and professional contact with District Maintenance staff, regional managers, Accounting, Budgets, and Headquarters Divisions, including Construction, Programming, and Legal. Regular communication is required with external partners, such as local agencies, transportation commissions, the Bay Area Infrastructure Financing Authority (BAIFA), the Metropolitan Transportation Commission (MTC), BATA, VTA, utility companies, contractors, and consultants. These contacts involve explaining departmental fiscal procedures, coordinating billing and cost recovery activities, resolving disputes, and ensuring compliance with inter-agency agreements. The incumbent represents the Division in meetings, negotiations, and correspondence requiring tact, diplomacy, and sound judgment.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent must sustain the mental alertness and analytical capability necessary to perform fiscal reviews, data analysis, and policy interpretation. The position requires prolonged periods of computer work, reading, and report preparation, with occasional standing, walking, bending, and reaching for files. The incumbent must possess the emotional resilience and interpersonal skills to handle tight deadlines, shifting priorities, and sensitive inter-agency conflicts. A high degree of accuracy, attention to detail, and ability to remain calm and objective under pressure is essential.

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**WORK ENVIRONMENT**

The incumbent primarily works in a climate-controlled office environment under artificial lighting. Occasional travel within the District and to Headquarters or local agency offices may be required for meetings, site visits, or training. The position involves frequent use of computers, telephones, and standard office equipment. The work environment is fast-paced, deadline-driven, and may require adapting to changing fiscal priorities or responding to urgent recovery issues. Reasonable accommodation will be provided to employees with disabilities in accordance with state and federal law.

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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

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE