

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	D2 / Maintenance & Ops / Field Maintenance Region Office	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Region Operations Analyst	902-610-5393-xxx	10/29/2025

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 District 02 Maintenance Manager II (MMII), the incumbent independently analyzes, plans, organizes, and performs a variety of above-average complex technical and analytical administrative duties. Must be able to maintain a high level of confidentiality, reliability, professionalism, initiative, optimism, and accuracy under strict time-frames in accordance with District, Department, State and federal law, policies, procedures, rules and guidelines. Incumbent must be customer service oriented and have strong computer skills. Incumbent must possess and maintain a valid driver's license when operating State vehicles and may be required to work outside of normal work hours and travel throughout the district and to headquarters when needed.

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. (Safety, Employee Excellence - Innovation, Integrity, Pride)
- Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, Employee Excellence - Collaboration, 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, Employee Excellence - Collaboration, Integrity, Pride, Stewardship)
- 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, Employee Excellence - Innovation, Integrity, People First)
- Interpersonal Savvy/Partnering**: Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Safety, Employee Excellence - Innovation, Integrity, People First)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Employee Excellence - Collaboration, Equity, People First, Stewardship)
- 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. (Safety, Employee Excellence - Collaboration, Innovation, People First)
- 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. (Safety, Employee Excellence - Collaboration, People First, Stewardship)
- 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. (Safety, Employee Excellence - Collaboration, Innovation, People First, Stewardship)

TYPICAL DUTIES:

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

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30%	E	While working independently, creates and analyzes comprehensive compliance reports for employee compensated time off (CTO) earnings, overtime (OT), performance reports, safety meetings, Job Hazard Analysis (JHA), district lane closures, as well as other Ad-Hoc reports; meets with managers and superintendents regarding trends and compliance issues found and makes recommendations to resolve compliance issues; evaluates current and historical data and compiles findings for maintenance managers and superintendents; gathers, tabulates, and analyzes data from the field; develops and prepares reports for requested facility work, major maintenance by state forces, and reviews materials submitted to external contacts for quality control purposes; and provides updates and recommendations to managers and supervisors on maintenance departmental/division drills including but not limited to travel, equipment usage, safety, Budget Change Proposals (BCP), training, and public complaints (CSR's). Acts as Field Maintenance's Title VI Liaison for the district. Provides materials to supervisors and staff, and is the single point of contact for Title VI issues and communications. Keeps the MMII informed on the status in addition to any concerns or changes, and is responsible for periodic reporting on Title VI as required for compliance. Keeps accurate records.
20%	E	Develops, updates and maintains a database for all incoming assignments and projects; analyzes data to ensure all assignments/project components meet the schedule for timely delivery and advises management on potential impacts for possible delays; monitors legislation through interpretation of the laws, rules, and regulations governing Department of Transportation; assists with assignments related to the budget allocations and the field maintenance training plan, and facilitates updates to field maintenance guidelines and processes; creates and maintains spreadsheets to facilitate area superintendent budget allocations, work schedules, probation dates, and other tracking; makes procurements utilizing Cal-Card and RQS processes; and acts as backup to the Maintenance Procurement Analyst in their absence.
20%	E	Reviews, evaluates, and responds to confidential and sensitive telephone calls, emails, and other correspondence which involve policy, media, purchasing, and field maintenance issues and makes appropriate referrals; reviews, develops, and coordinates action plans to address issues by responding either through use of telephone or written communication, as appropriate; drafts confidential and sensitive documents and communication on behalf of the MMII; and provides prompt follow up to prevent delays that may result in issues that will necessitate the attention of the Deputy Director or District Director. Consults with the MMII on any outstanding issues; researches and makes recommendations to eliminate problems or improve efficiencies based on current procedures, policies, and regulations; facilitates/attends meetings and works with district maintenance staff on related administrative activities for the division and documents meeting statistics; responds to requests from and provides support to the district superintendents, supervisors and management staff; and prioritizes and manages meeting schedules, calendars, and travel arrangements for the MMII. Evaluates and documents current processes and develops recommendations and tools for improvement.
20%	E	Acts as the Field Maintenance Region random drug test coordinator and is responsible for facilitating the Office of Driver Certification and Substance Testing (ODCAST) program mandates as it relates to the drug test program while maintaining confidentiality; and develops and maintains drug test administration dates, reports and communicates regularly with ODCAST to ensure program compliance. Analyzes fuel reports and reports inconsistencies and discrepancies to managers; distributes fuel reports to field maintenance supervisors; and compiles incoming data and submits the monthly reconciliation reports to headquarters. Works with Equipment Manager, Supervisors and Headquarters to facilitate vehicle fob distribution and setup for field maintenance employees.
5%	E	Attends and participates in all Region Office and District Office meetings, trainings, etc., when requested, and takes notes. May provide training to other staff. Travel may be required.
5%	M	Travels to assigned areas of responsibility within the district to assist Managers, Superintendents, and/or Supervisors with meetings, scheduled interviews, or other special assignments as needed. Acts as backup Paymaster in the absence of other Region staff.

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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position does not supervise. May provide training and guidance to employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent must be able to plan, prioritize and analyze data from multiple sources; be able to analyze project workload and schedules, including frequently changing workload demands and sensitive issues; be highly organized; and be able to effectively communicate with all levels of Caltrans staff. Must have the ability to motivate and persuade other functions to complete workload deliverables; be able to demonstrate the ability to work and act independently and appropriately; be skillful in performing numerical and statistical calculations; and have the ability to initiate and complete tasks with little or no instruction, based on workload needs. Must be able to determine priorities and maintain accurate records.

Must be able to reason logically, have strong oral and written communication skills, use a variety of analytical techniques to resolve problems and improve processes, analyze various work situations accurately, have strong organizational skills, and make sound decisions. Must have the ability to work effectively alone or with others, and demonstrate a commitment to conduct business in a professional manner. A focus on continuous improvement and training is also desirable.

Must be able to produce work that is concise and clear, using correct grammar, spelling, punctuation, and structure; be able to present ideas and information, both orally and in writing, to large groups and individuals; and be proficient in using major computer software and databases used by Caltrans, including proficiency with Microsoft Word, Excel, Outlook, Powerpoint, Access, Adobe Acrobat, IMMS/MOMS, Advantage, and other applications needed to perform the essential duties of the position. Must employ good work habits such as punctuality, reliability, and accuracy.

Knowledge of contracts, purchasing and fund types is desirable. A working knowledge of maintenance operations and materials, tools and equipment used in highway and landscape maintenance and construction is preferred. A valid driver's license is desired; it is required when operating state vehicles. Travel in district is required.

Knowledge of Field Maintenance operations, the Region's and the Department's mission, goals, core values, purpose, organization, policies and procedures is desirable; the ability to learn this knowledge is required. Incumbent must be able to act independently and with initiative while using good judgment and maintaining positive working relationships with supervisors, managers, and other staff. Must be able to effectively identify and analyze problems; evaluate information from regulations, departmental policies, laws, and/or rules; determine accuracy and relevance; consider the effect of changes; and propose solutions. Must be able to follow oral and written directions, evaluate situations accurately and take effective action.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position requires the incumbent to ensure confidentiality in all dealings with personnel information. Loss of confidentiality and delays in processing documents could subject the department to civil lawsuits and/or additional costs to the Maintenance Program. Errors in judgment may result in monetary loss to the state and a loss of credibility between agencies.

PUBLIC AND INTERNAL CONTACTS

Incumbent must maintain a strong working relationship with the MMII and work effectively with all offices encompassed by the Division of Maintenance and Operations, headquarters, district, and the public. Incumbent has daily contact with managers, superintendents, supervisors, Region staff and crews, frequently regarding sensitive issues, and is required to project a professional image, and develop and maintain positive and effective working relationships at all levels. Incumbent will have frequent contact with various internal and external customers by phone, letter, and in person. The incumbent represents the Department during meetings and presentations, works closely with management and staff of other Divisions in the normal course of required duties, and regularly has contact with representatives of other state agencies and local government agencies.

Additional contacts could include external agencies such as California Office of Emergency Services, California Highway Patrol, counties' Sheriffs' Offices, counties' Public Works Departments, city's Police Departments, Fire Departments and public utilities. Incumbent ensures the public and employees are treated with consideration and respect, and must display tact, professionalism, confidentiality, and sensitivity in all communications. Employee is expected to maintain a favorable public image for the district and State.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard, mouse, phone, and video display monitors. Must have manual dexterity to operate a computer and keyboard for preparation of reports and forms. Required tasks may occasionally require bending and twisting at the neck and/or waist, stooping, squatting, kneeling, reaching above the shoulder, and moving or carrying items up to 25 pounds. Will be required to travel to various locations throughout the state or district.

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Working hours will be set sometime between 0500 and 1700 hours, Monday through Friday, and it is expected that the employee will report to work on time and remain productive throughout the work day. Employee must be able to multi-task, follow instruction, adapt to changes in priorities, complete tasks or projects with short notice, have the ability to organize and process large volumes of varied data and documents, be able to concentrate in order to review, process, and analyze data and documents, and meet strict deadlines.

Employee must be able to handle pressure effectively and maintain focus and intensity yet remain optimistic and persistent, even under adversity. Must also be able to develop and maintain cooperative working relationships with all levels of staff and communicate effectively, professionally and respectfully. Employee must demonstrate a sense of responsibility with a commitment to public service, handle confidential and sensitive documents and information with appropriate tact, urgency and care, conduct themselves in a fair and ethical manner, and respond appropriately to difficult situations.

WORK ENVIRONMENT

While at their base operation, employee will work in a climate-controlled office under artificial lighting. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Incumbent may occasionally attend offsite meetings and travel to Maintenance facilities within the state where climate and accessibility are uncertain and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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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