

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Analyst II	OFFICE/BRANCH/SECTION DSMS/RA/FMLA/RTW/WC	
WORKING TITLE Disability Management Coordinator (DMC)	POSITION NUMBER 702-015-5393-XXX	REVISION DATE 01/20/2026

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 Branch Chief for the Office of Workers' Compensation (WC), Return-to-Work and Reasonable Accommodation (RA), and FMLA programs, and reporting to a Supervisor I in the Division of Safety and Management Services (DSMS), the Analyst II serves as a key resource providing administrative, training, and analytical support for the Workers' Compensation and Return-to-Work Program, as well as Reasonable Accommodation and FMLA programs. The Analyst II demonstrates a positive attitude and a strong commitment to delivering high-quality service that is accurate, timely, and exceeds customer expectations.

CORE COMPETENCIES:

As an Analyst II , 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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, People First)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Equity - Equity, Innovation, Integrity, Pride)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Equity - Collaboration, Equity, Innovation, Integrity, People First, 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, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety, Equity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Equity, Employee Excellence - Collaboration, Equity, People First, Pride)
- **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, Equity, Employee Excellence - Collaboration, Integrity, People First, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, Pride)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Safety, Equity, Employee Excellence - Equity, Integrity, People First, Pride, Stewardship)

TYPICAL DUTIES:

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

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40%	E	<p>The Disability Management Coordinator (DMC) independently advises managers and supervisors on Reasonable Accommodation (RA) and Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA) processes by providing technical guidance, answering inquiries, and supporting compliance with federal and state laws, rules, and regulations, as well as departmental policies.</p> <p>The DMC reviews, analyzes, and recommends appropriate actions for applying the Department's RA and FMLA policies. This includes facilitating resolution of complex cases and reviewing associated documentation (PMS-0018 and PMS-0019), FMLA/CFRA requests (FMLA-101E, FMLA-101F, and PM-1009), and medical notes to assess completeness and determine whether additional information is required prior to final determination.</p> <p>The DMC provides guidance to managers and supervisors on conducting the interactive process, maintaining compliance with legal requirements and departmental policies while promoting effective communication and resolution of RA requests.</p> <p>The DMC promotes alignment between Department policies and applicable laws, rules, statutes, and regulations, including case law established by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC). When necessary, the DMC assists in updating Department policies and RA/FMLA branch resources to reflect current legal and regulatory requirements.</p> <p>The DMC collaborates with other units—including Workers' Compensation/Return-to-Work, Classification and Pay, District Human Resource Liaisons, District Safety Officers, and program leadership—to provide direction on RA processes that may involve permanent reassignment, ensuring stakeholders understand procedural requirements and documentation standards.</p> <p>As a subject matter resource, the DMC provides guidance to District Human Resource Liaisons on RA and FMLA processes and offers consultation on RA requests and appropriate next steps.</p>
30%	E	<p>The DMC manages RA requests involving telework and assistive animal accommodations and leads the interactive process by facilitating meetings with the employee and supervisor. The DMC remains engaged from initiation through completion to ensure documentation accuracy and compliance with all applicable requirements.</p> <p>The DMC also maintains and updates the RA/FMLA claims management system to ensure accurate, timely, and complete documentation of all case activity in accordance with departmental standards.</p>
10%	E	<p>As needed, the DMC communicates and coordinates with District Offices to gather information, assist with second-level appeal processes, monitor and track cases, and draft responses to appeals or complaints filed with SPB, DFEH, EEOC, or the federal Department of Labor (DOL).</p> <p>DMC facilitates Fitness-for-Duty evaluations and manages FMLA-related second or third medical opinions by coordinating with relevant parties.</p>
10%	E	<p>Generates historical and statistical data reports based on information captured in claims management system as requested by management and/or needed for audit inquiries. This includes but is not limited to compiling and analyzing statistical data related to RA/FMLA.</p> <p>DMC provides coverage within the unit as needed and may assist on special projects, assignments and complete other duties as assigned.</p>

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5%	E	<p>The DMC conducts quarterly information-sharing sessions with District Human Resource Liaisons and/or District Safety Officers to promote consistent application of RA and FMLA/CFRA processes statewide. The DMC represents the RA/FMLA program and participates in RA and FMLA Forums as well as Caltrans Disability Advisory Committee meetings.</p> <p>The DMC may serve as a subject matter expert for the Employment Resolution Specialist during RA/FMLA Overview training for managers and supervisors and act as backup when the Employment Resolution Specialist is unavailable.</p> <p>The DMC may also serve as a lead for onboarding new staff and provide guidance and training as needed. Additionally, the DMC actively participates in team and all-staff meetings.</p> <p>As needed, the DMC provides witness testimony in civil litigation proceedings (depositions, trials, etc.) and administrative hearings.</p>
5%	M	<p>DMC may serve as the lead for student assistant staff and may be responsible for delegating, assigning, and coordinating work activities. DMC identifies training needs and will provide training as needed.</p>

<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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

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

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The DMC 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 Act (FEHA), and the Equal Employment Opportunity Commission (EEOC). The DMC 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 DMC must 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.

The DMC must have knowledge of various computer applications such as Word, Excel, Power Point, email (Outlook) and the Internet, and must be able to give oral presentations to groups of various sizes and at various levels within the Department. The DMC 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. The DMC must be able to provide thorough and completed staff work on personnel related issues and meet the needs of the operational units.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The DMC makes independent decisions that may be sensitive in nature and, if necessary, require discussion with the supervisor, Legal Division, Labor Relations, Discipline Services, various Division of Human Resources programs, and other relevant program areas within Caltrans. 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 Caltrans. The DMC 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 must comply with the Information Practices Act (IPA) by protecting Caltrans employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect Caltrans employees' confidential information may damage the Office of WC, RTW, and RA/FMLA 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 DMC confers with all levels of management and staff within Caltrans and with employee representatives (e.g., union

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representatives, personal attorneys, etc.) in their 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. May be required to attend off-site meetings and 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 manage multiple ongoing cases at various stages in the RA/FMLA processes, adapt to changes in priorities, and complete tasks or projects on short notice. The 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

The incumbent may telework regularly. When in the office, the incumbent will work in a climate-controlled environment under artificial light. There will be occasional fluctuations in building temperature. The incumbent will work in a cubicle and will periodically attend meetings and/or trainings. Some travel may be required, which may result in exposure 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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