

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I	DISTRICT/DIVISION/OFFICE Office of Business and Economic Opportunity	
WORKING TITLE Program Operations Branch Manager	POSITION NUMBER 913-088-4800-xxx	EFFECTIVE January 2014

As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by making sound ethical decisions; ensuring best value for the State; being innovative and flexible; working cooperatively with team members and customers; and treating them fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT: Under general direction of a Staff Services Manager (SSM) II, the SSM I supervises, plans, organizes, and directs the activities of the Program Operations Branch (POB). The incumbent is responsible for ensuring program services support for all activities of the Office of Business and Economic Opportunity (OBEO).

TYPICAL DUTIES:

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

- 55% (E) Provide direct supervision, training, development, and evaluation of staff to ensure deadlines are met. Provide leadership, counsel, direction, and resources for staff development. Ensures that completed staff work is accomplished and that all policies and procedures are followed in a timely manner. Review work and evaluate performance of staff by completing probationary reports and individual development plans to ensure performance expectations are met. Conduct, arrange and approve training for staff to increase staff knowledge base. Delegate responsibility to staff to facilitate timely completion of work.
- 20% (E) Plan, organize, and direct the activities of the POB. Manage, assign, and review the work of assigned staff engaged in acquisition of commodities, contract services, forms and records management, CAL-Card activities, materials management, the Caltrans Statewide Small Business Council and Committees, Caltrans Small Business Advocate, California Public Records Act requests, facilities management, safety practices, and OBEO internet and intranet content management. Reviews and approves acquisitions, ensuring they are processed and executed in conformance with the delegations provided by law and policy.
- 15% (E) Provide a liaison function to assure customers are receiving timely processing. Liaison duties include but are not limited to answering questions on the telephone, attending meetings when required, representing OBEO before stakeholders at forums, events and activities. Meeting with departmental staff to answer questions and resolve concerns. Independently performs the most difficult analytical staff work on sensitive and/or controversial processes.

- 10% (M) Provide expertise and advocacy for OBEO efforts to comply with federal regulations and state laws regarding contracting, procurement, and compliance. Serve as back up to the SSMII, in their absence or to attend meetings with stakeholders.

SUPERVISION EXERCISED:

The incumbent supervises the general day-to-day operations of the Program Operations Branch, directing the activities of four Associate Governmental Program Analysts and providing functional guidance to OBEO programs.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS:

The incumbent should be knowledgeable of the Caltrans, as well as OBEO's, mission/vision and goals, plus applicable program laws, rules, policies and trends relating to acquisition services, facilities management, safety practices, and public records requests. Must possess knowledge of state and federal requirements, departmental policies and procedures regarding supervising staff, including labor relations, equal employment opportunity, progressive discipline, reasonable accommodation, sexual harassment prevention, and discrimination prevention.

The incumbent must be able to work independently and as a member of the management team and must strive to supervise using the team concept. Ability to effectively communicate ideas and information, verbally and in writing, be clear and concise; utilize appropriate grammar; respond appropriately. Ability to set well-established and realistic unit goals and effectively manage and coordinate projects to successful completion. Ability to establish and maintain good working relationships with internal and external partners. Exhibit good judgment and decision making when evaluating funding, staff, and program information, and be able to set priorities and meet deadlines. Ability to make sound, well-informed and objective decisions; perceive the impact and implications of decisions; commit to action, even in uncertain situations, to accomplish goals. Independently analyze complex issues and make recommendations to Caltrans management.

RESPONSIBILITY FOR DECISIONS, ACTIONS, AND CONSEQUENCES:

The SSM I will provide direction, counsel staff, and evaluate sensitive information. Poor judgment could result in litigation and adversely impact Caltrans. The incumbent must be able to interpret regulations correctly and make sound decisions to enable Caltrans to comply with state and federal regulations. An inaccurate interpretation or application of the law, failure to implement proper controls or the inability to eliminate errors could result in violation of statutory requirements. The consequence of violations could include delays and increased project delivery time due to protested acquisitions, a loss of federal monetary participation, betrayal of public trust, embarrassment to Caltrans, or lawsuits against Caltrans.

PUBLIC AND INTERNAL CONTACTS:

The incumbent has frequent contact with all levels of staff, including Caltrans Executive Office, Legal Division, Division of Procurement and Contracts, External Affairs, District and Headquarters' staff, as well as the Web Design and Support Team. Other contacts include other state and federal agencies, and outside contractors and vendors, including the Department of General Services staff and the Caltrans Statewide Small Business Council.

WORK ENVIRONMENT:

The incumbent will work in a climate-controlled office under artificial lighting. Due to periodic problems with the heating and air conditioning, the building temperature will fluctuate. The incumbent may be required to periodically travel to attend meetings or forums, including Statewide Small Business Council meetings.

PHYSICAL, MENTAL AND EMOTIONAL EQUIREMENTS

Employee may be 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. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

I have read and understand the duties above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the 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'S NAME (Please Print)

EMPLOYEE'S SIGNATURE DATE

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

SUPERVISOR'S NAME (Please Print)

SUPERVISOR DATE