

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Staff Services Manager I	<b>DISTRICT/DIVISION/OFFICE</b> Office of Business and Economic Opportunity – Outreach and Training Branch	
<b>WORKING TITLE</b> Outreach and Training Branch Manager (OTB)	<b>POSITION NUMBER</b> 913-088-4800-XXX	<b>EFFECTIVE</b> January 2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; working cooperatively with team members and others; and treating others 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 Outreach and Training Branch (OTB). The incumbent is responsible for ensuring Federal Highway Administration (FHWA) regulation requirements are met for Small Business (SB), Disabled Veteran Business Enterprise (DVBE), and Disadvantage Business Enterprise (DBE) outreach and for grant administration related to On-the-Job training and DBE supportive services. Some travel may be required.

**TYPICAL DUTIES:**

**Job Description**

**45% (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.

**25% (E)** Plan, organize, and direct the activities of the OTB. Review and develop policy and procedure recommendations, serve as the subject matter expert, and develop positive working relationships with internal and external customers. Supervise the development and implementation of the OTB program strategies. Reviews reports such as, monthly and annual Caltrans Outreach report (COR), Project Delivery Report (PDR), Quarterly Supportive Services report for FHWA, Calmentor/ Mentor protégé pairings.

- 15% (E)** Attend, participate and/or serve as a presenter at conferences, workshops and events to promote the SB/DVBE/DBE programs and services of the Office of Business and Economic Opportunity. Provide expertise and advocacy for the departmental efforts to comply with Federal regulations and state legislation regarding the SB/DVBE/DBE and Mentoring programs. Attend or participate in hearings and meetings statewide to address DBE and SB issues. Serve as the Branch Manager, in their absence, to attend meetings with stakeholders which may include the Director, Chief Deputy Director and Agency Secretary.
- 10% (E)** Facilitate and supervise the activities of the Caltrans Small Business (SB) Advocate and manage the coordination of Districts Small Business Liaison (DSBL) events and training.
- 10% (M)** Provide guidance and review of the scope of work to secure grant funds from the Federal Highway Administration (FHWA) for DBE, On-the-Job Training (OJT), and National Summer Transportation Institute supportive services contracts.

### **SUPERVISION EXERCISED:**

The incumbent supervises the general day-to-day operations of the Outreach and Training Branch, directs the activities of Associate Governmental Program Analysts, and provides functional guidance to the Districts and Programs. The incumbent may act as backup to the SSM II in their absence.

### **KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS:**

The incumbent functions as an expert in outreach and supportive services issues impacting Caltrans. Must possess knowledge of state and federal contracting and program 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 incumbent provides direction, counsels staff, and evaluates sensitive information. Poor judgment could result in litigation and adversely impact the Department. The incumbent must be able to interpret regulations correctly and make sound decisions to enable the Department to comply with the federal regulations contained in 49 CFR part 26 and 23 CFR Part 230. There may be a major impact on transportation funding for the Department if contract compliance obligations are not met in an accurate, comprehensive and timely manner. An error in judgment could result in improper management decision at all levels, inaccurate financial reporting, and mismanagement of department funds, incorrect budget/personnel decision and noncompliance with statutory requirements.

## **PUBLIC AND INTERNAL CONTACTS:**

The incumbent will have contact with various internal and external entities, including the Federal Highway Administration (FHWA), prime contractors and Small Business (SB), Disabled Veteran Business Enterprise (DVBE), Disadvantaged Business Enterprise (DBE) industries, as well as various Department managers, supervisors and field staff. The incumbent will communicate with public and private agencies, industry representatives, Native American Tribal leaders and special transportation interests external to the Department, including legislators and FHWA officials.

## **WORK ENVIRONMENT:**

The incumbent will work in a climate-controlled office under artificial lighting. Workload demands will dictate the need to work extra hours. The incumbent will be required to periodically travel statewide and may be required to work outside the usual hours of the work day in order to facilitate or present at outreach events, conduct site visits, or to observe staff while carrying out the mission and activities of OTB.

## **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

The incumbent will be required to sit for long periods of time using a keyboard and video display terminal. Engage in sustained mental activity to produce reports, problem solving, and analysis. Develop and maintain cooperative working relationships, respond appropriately to difficult situations, and recognize emotionally charged individuals, issues, or problems, and provide appropriate responses. The incumbent must be able to deal effectively with pressure and intensity and remain optimistic and persistent, even under adversity. Must have the ability to multi-task and adapt to changes in priorities and complete tasks or projects with short notice.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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.)

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Employee's Name

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Signature Date

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

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Supervisor's Name

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Signature Date