

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE BRANCH/SECTION	
Materials and Stores Supervisor	DBFS/Business Services & Security, Shipping/Receiving/M	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Materials and Stores Supervisor	702-035-1503-XXX	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of a Staff Services Manager II, the incumbent serves as a working level supervisor while directing the maintenance of quality customer services within the Mail, Shipping and Receiving Center in Headquarters including the Farmers Market satellite location.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
60% E	Plan, organize, direct and assist staff in the performance of all duties related to warehousing, shipping, receipt of over 200,000 freight and parcel deliveries annually, and mail operations. Includes receipt of freight from common carriers, parcels, United States Postal Service (USPS) mail and packages. Manage a warehouse of approximately 3,000 square feet, maintain a perpetual inventory, set re-order points and quantities based on historical usage. Oversee and assist in the shipping and delivery of supplies and equipment using material handling equipment such as forklifts and pallet jacks. Oversee mail courier operations for all Caltrans facilities in the Sacramento Headquarters area. Administer all Warehouse/Mail Operations contracts in the unit and maintain all necessary documentation such as bills of lading, shipping records, and tracking information for over \$500,000 in shipments annually.
30% E	Train staff, review all processes for improvement opportunities and continually seek customer feedback on service. Plan and facilitate weekly/quarterly safety meetings with all staff. Manage the on-line vehicle report. Resolve personnel issues, disciplinary issues, address complaints and resolve grievances, revise and update duty statements, approve CAL-Card invoices, order supplies, monitor expenditures and prepare future year expenditure plans, prepare and manage contracts, approve time sheets and track employee attendance.
10% M	Resolve the most serious customer and vendor problems. Serve as liaison to the main Warehouse at Royal Oaks, and all areas of Headquarters to ensure that the needs of the Sacramento offices are met. Provide functional guidance to all Districts' Shipping, Receiving and Mail Centers statewide and travel to districts when requested to serve as a consultant on mail room practices and procedures.

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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent will supervise a staff which includes (1) Materials and Stores Specialist, (4) Warehouse Workers, (1) Office Technician, and (1) Office Assistant, and if our budget permits, Youth Aids and Student Assistants.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have a knowledge of modern warehousing and office methods, supplies and equipment, freight rates, stock systems, freight claim procedures, inventory and quality control, as well as business correspondence; principles and techniques of effective supervision and training, and the supervisor's role in the Equal Employment Opportunity Program. The incumbent must have the ability to evaluate situations accurately and take expeditious and

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PM-0924 (REV 7/2014)

effective action. It is expected that the incumbent will be able to make clear and comprehensive reports, keep difficult records as well as plan, direct and supervise the work of others. The incumbent must have the knowledge and skills necessary to monitor, evaluate and make recommendations to management on shipping, receiving and mailing programs. Presentation skills are necessary to appropriately represent the unit. In addition, the incumbent must have knowledge of mail services, return receipts, registered mail, metering, USPS, United Parcel Service and other delivery services.

Knowledge of inventory and quality control processes is critical to successful performance in this position as the unit is responsible for receiving, warehousing and delivering over \$500,000 in supplies and equipment for its customers each year.

The incumbent should have a general knowledge of government budgeting practices and the ability to understand forecasting and monitoring of expenditures.

In addition, the incumbent must be able to perform heavy physical labor, operate motorized/non-motorized material handling equipment (electric and manual pallet jacks, forklift, etc.) and motor vehicles.

Incumbent must read and write English at a level required for writing reports, presenting data in a clear, concise manner, analyzing situations and evaluating data in a clear, concise manner. Must be able to make recommendations to management for possible needs based upon historical patterns and having good judgment in making levelheaded decisions. In addition, the incumbent must become familiar with the operation of numerous automated databases used daily in the purchase of courier services and office supplies.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to appropriately manage the inventory of materials kept in the warehouse could result in spoilage and a waste of the Department's resources. Improper receipt and shipment of freight and parcels could result in the loss of several thousands of dollars, delays in project delivery, and result in presenting a poor and negative image of the Department. Improper handling of the mail operations could result in failure of the Department meeting critical commitments and obligations typically handled by mail. Failure to expedite Express Mail and overnight deliveries could result in the Department being liable for not meeting critical obligations in a timely manner, thereby increasing the liability and potentially bringing cause for monetary damages, as well as placing the Department in a negative light to its internal and external customers as well as the public.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have regular contact with all levels of staff from the districts and Headquarters offices as well as staff from other state agencies, vendors, representatives of common carrier services and the USPS.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical - This position is physically demanding due to the volume, frequency, and weight of materials and supplies processed within the shipping, receiving, and warehouse operations at Caltrans Headquarters. Proper execution of the duties requires a full understanding and practice of all operational safety methods and measures especially in the use of vehicles, material handling equipment, the manual lifting and movement of supplies and materials. The incumbent must be able to regularly lift and move 50+ pounds.

Mental - Must have the ability to successfully multi-task, adapt to changing situations and priorities, and complete tasks or projects in a high quality, timely manner. Formulates new insights into situations and develops innovative solutions to make operational improvements.

Emotional - Incumbent may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; ability to resolve emotionally charged issues reasonably and diplomatically; considering and responding appropriately to the needs of different people in different situations; be tactful and treat others with respect.

Behaves in fair and ethical manner towards others and demonstrates a sense of responsibility and commitment to public service; values cultural diversity and other individuals' differences in the workforce; ensures that the organization builds

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PM-0924 (REV 7/2014)

on these differences and that employees are treated in a fair and equitable manner.

WORK ENVIRONMENT

The incumbent must be willing to work in a busy work environment, which includes office facilities, warehouses and storage areas with fluctuating temperatures. The incumbent may be exposed to inclement weather conditions while working in the loading dock area or while traveling between the various Caltrans Sacramento facilities.

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