

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I (Supervisor)	DISTRICT/DIVISION/OFFICE Division of Procurement and Contracts	
WORKING TITLE Branch Chief, Communications	POSITION NUMBER 702-019-4800-	EFFECTIVE 11/16/2015

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 the general direction of an Office Chief, a Staff Services Manager II, the Branch Chief, a Staff Services Manager I (SSM I) administers communications, marketing, internal and external website(s), training and administrative functions for the Division of Procurement and Contracts (DPAC). The incumbent supervises and directs staff who develop and deliver statewide contract and procurement training; prepare and distribute various Division communication through a variety of methods; manage DPAC internet and intranet webpages; manage the division's Strategic Plan, monitor the division's budget and expenditures; manage human resources; and assist with other DPAC administrative functions. The SSM I ensures ethical practices and policies are followed and demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customer expectations.

TYPICAL DUTIES

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

35% (E)	Supervise, organize, train, direct and evaluate the work of analysts who develop, design, deliver and support DPAC-specific statewide eLearning and instructor led classroom training; manage the DPAC internet and intranet websites; provide Division administrative support through the management of Human Resources, Budgets, and the DPAC Employee Awards and Recognition Program (EARP); and manage internal/external Division communications. Develop and manage a DPAC marketing and communications plan to increase statewide awareness of DPAC services, changes and improvements to both internal and external audiences as appropriate. Conduct alternating biennial employee and customer satisfaction surveys. Independently perform the most difficult, complex, and sensitive work. Provide guidance, training, and coaching to staff ensuring completed staff work is achieved on a timely basis and Branch communications and activities are consistent with applicable state policies, laws, and regulations. Facilitate the hiring process by developing screening criteria, conducting interviews, and developing justifications for employee selection. Evaluate and provide feedback to staff to aid in their professional development by monitoring work assignments and completing performance evaluations.
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- 25% (E) Design, organize, deliver, and evaluate contract and procurement training materials and eLearning training modules for staff throughout the Department. Develop partnerships with Caltrans Districts and Divisions to identify customer needs and opportunities. Direct and monitor the work activities of staff to achieve operational efficiency utilizing effective management skills/tools (such as communication, project management, workload tracking/monitoring, and staff development) on a daily basis. Facilitate the development of instructor-led classroom and eLearning training using a variety of delivery methods, maintain training materials and manuals, obtain and review evaluations, and recommend content modifications as needed. Implement new training strategies and/or performance initiatives and provide high quality, customized training solutions. Maintain knowledge of current effective presentation techniques, curriculum design, theories of adult learning, and distance learning delivery methods and technologies. Conduct training needs analyses for target groups and develop written training proposals.
- 15% (E) Develop and lead the implementation of a training strategic plan. Establish priorities, provide leadership, and direct the work activities of staff to ensure services are provided within established parameters/timeframes. Develop and recommend marketing strategies to support DPAC's accomplishments and training functions.
- 10% (M) Manage staff responsible for the development and maintenance of DPAC's websites in coordination with Caltrans' Information Technology standards. Establish partnerships and collaborate with DPAC supervisors and managers on content development and management. Ensure DPAC's websites contain accurate, current, and relevant information.
- 10% (M) Manage staff responsible for monitoring DPAC's human and financial resources. Coordinate and prepare DPAC's annual budget request for equipment, training and travel for management review and approval. Research and analyze monthly expenditure reports to ensure DPAC remains within its budgeted allocation. Develop recommendations for DPAC management on resource needs. Monitor PY allocations and ensure that staff movement is managed per Human Resources guidelines.
- 5% (M) Create, manage and monitor the use of DPAC graphical standards, which includes the development of training and/or report templates for use by various branches. Manage the use of the DPAC logo, Caltrans logo, and the DPAC e-mail signature block to ensure that quality, consistency and integrity are maintained.

SUPERVISION EXERCISED OVER OTHERS

Supervises three to four Staff Services Analysts and/or Associate Governmental Program Analysts and one Office Technician (Typing).

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of:

- Caltrans Mission, Vision, Goals and Objectives
- Equal Employment Opportunity Policy
- Laws, policies, and procedures related to State contracting and procurement
- English grammar and punctuation
- Microsoft Office software applications
- General knowledge of public administration, including: legislative and budgeting processes; labor relations; personnel; accounting; auditing; and budgeting
- Principles and practices of employee supervision, development and training, and progressive discipline processes
- Change management

Ability to:

- Identify opportunities to implement best business practices and solve problems
- Effectively research, gather, analyze, and present data
- Write clear and well-organized policies, procedures, reports, and briefing documents
- Manage workload assigned to staff
- Manage multiple priorities and complete assignments accurately and timely
- Communicate clearly and effectively
- Delegate assignments and hold staff accountable for work performance
- Receive and provide direction
- Explain complex policies, processes, or procedures
- Analyze data and make sound recommendations
- Make effective presentations
- Reason logically and learn rapidly
- Work well independently and as a team member
- Inspire confidence and gain cooperation from staff and management
- Build cooperative working relationships with others
- Effectively implement business process changes

RESPONSIBILITY FOR DECISION, ACTIONS, AND CONSEQUENCES

The incumbent must be able to exercise good judgment to fulfill their comprehensive responsibilities. Errors in judgment or inadequacies in recommendations and decisions could result in inadequate budget development, insufficient contract monitoring, and loss of funds, which could negatively impact the Division.

The SSMI is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, Social Security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage Caltrans' 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 incumbent independently confers with all levels of Caltrans staff and management. The incumbent is in regular contact with the Learning and Development Office (LDO), Administration Divisions, and Resource Management. The SSM I will promptly and accurately respond to internal clients, and demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely, and meets customer's expectations.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Travel will be required in carrying out the responsibilities of this position. The employee may be required to sit or stand for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material from one location to another. Employee will be required occasionally to bend, stoop, kneel, pull or push objects, grasp objects, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain mental activity needed for reviewing material, auditing, problem solving and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; and be tactful and treat others with respect.

WORK ENVIRONMENT

While at the base of operation, the Branch Chief will work in a climate-controlled office under artificial light. However, due to periodic problems with heating and air conditioning, the building temperature may fluctuate.

I have read and understand the duties listed above and can perform them without reasonable accommodation. If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor.

EMPLOYEE NAME DATE

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

SUPERVISOR DATE