

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager I (Supervisor)	DES/ ADMIN/OBOS/Business Services-Translab	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Branch Chief Translab Business Services Branch	559-045-4800-002	06/01/2015

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; reporting to work as scheduled; 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 the general direction of the Office Chief of Building Operations and Safety, a Staff Services Manager II, the Business Services Branch Chief, a Staff Services Manager I, provides leadership, guidance and supervises staff responsible for the implementation and management of all of the Department's Main Transportation Laboratory (TransLab) business services, facilities support and safety staff including the Division Associate Industrial Hygienist.

TYPICAL DUTIES:

Percentage		Job Description
40%	E	<p>Direct staff responsible for all business services, facilities, safety and space planning activities which include, but are not limited to:</p> <p>Personal and building security; telecommunications including land line and voicemail; space planning; facilities support; equipment inventory and distribution, maintenance, procurement and surveying of reprographics equipment, office equipment and furniture; purchasing and maintaining office supplies and materials; delivery of mail; check disbursement including payroll, travel and overtime checks; light rail tickets and building access badges; general clerical and office support; professional industrial hygiene support and services for the Translab; Division of Engineering Services (DES) compliance with the Department's Injury and Illness Prevention Plan (IIPP); DES Fleet management, monthly Fuel Validation and fleet usage reports; Statewide DES vehicle accident reporting; Translab emergency evacuation plan and oversight of the Laboratory Safety Manual.</p>
30%	E	<p>Directs the maintenance of the DES occupied space within the Translab complex. Works closely with DES managers and supervisors to determine space needs and recommends appropriate accommodations. Coordinates with the Division of Business, Facilities, and Security (DBFS) and Department of General Services (DGS) addressing space needs, service requests, safety concerns, security, facility repairs and maintenance. Develops and maintains efficient and workable floor plans and oversees the installation of modular furniture and relocation of employees.</p>
20%	E	<p>Provides oversight to ensure safety and business services related issues are handled timely and accurately and adhere to Department policies, laws, and regulations. Reviews, updates, DES operational plan and performance measures. Monitors Translab support budget and tracks expenditures for all Branch functions. Consults with, advises, and provides guidance to DES management on facility and business services related issues. Identifies problem areas and takes appropriate action. Maintain expertise and knowledge of pertinent laws, statutes, and regulations regarding records retention, procurement, equipment purchases, contracting, other business services and safety operations.</p>
10%	M	<p>Perform special studies and prepare reports on various safety, facility and operational issues. Act in the absence of the Staff Manager II.</p>

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

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

Provides supervision, direction, and manages the workload of Chief of Plant Operations I, Associate Industrial Hygienist, Associate Governmental Program Analysts, Staff Services Analysts, and clerical support staff. May provide supervision, guidance and direction to student assistants and/or retired annuitants supporting Branch operations.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of principles, practices, and trends of public and business administration, including budgets, personnel, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; governmental functions and organization at the state level; the Department's Equal Employment Opportunity (EEO) Program objectives; and a supervisor's role in the EEO Program. The work requires extensive knowledge in the preparation of manuals and standards, and expert knowledge of letter, manual and report writing techniques and production. The incumbent must have the ability to review and edit technical publications and reports.

The incumbent must be knowledgeable of the Department's mission, goals, and programs; laws, rules, and policies of the State of California. The incumbent must possess knowledge of pertinent laws, statutes, and regulations regarding resources and general office operations. The incumbent must be able to assimilate and evaluate technical and procedural input from various sources, develop alternative courses of action and make objective recommendations on all issues relating to this position.

The incumbent must have the ability to exercise leadership and motivate staff; analyze data and present ideas and information effectively, both verbally and in writing; and consult with and advise managers, supervisors, administrators, or other interested parties. The person in this position must have the ability to supervise and direct the workload of staff working to meet critical deadlines. The incumbent must have the ability to multi-task, adapt to changes in priorities, and complete tasks with short notice. The incumbent must have the ability to effectively coordinate multiple assignments with concurrent due dates, and to recognize potential project-related problems with personnel, fiscal resources, or scheduling and either take or recommend corrective action. The incumbent must be able to manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact.

The incumbent must ensure a productive and safe work environment, provide staff the necessary guidance to perform their jobs, keep abreast of new policies and procedures that impact their assigned work, and encourage staff to improve processes, offer innovative solutions and take risks. Hire qualified staff necessary to provide timely delivery of engineering services and products. Train, develop, evaluate, mentor and discipline staff. Use objective criteria when dealing with performance, operational, and administrative issues.

Knowledge of and ability to use personal computer equipped with e-mail (Microsoft Outlook) word processing and spreadsheet software including Microsoft Office Suite (Word, Excel, PowerPoint, and Access).

The incumbent must reason logically and creatively; utilize a variety of analytical techniques to resolve complex problems, develop complex communication documents and reports on a variety of issues, and maintain a level of professional integrity to ensure Department Policies and Procedures are followed.

The incumbent needs to recognize opportunities to eliminate unnecessary administrative procedures and recommend innovative and effective options that conserve resources and more efficiently achieve program goals. The incumbent must be able to initiate, plan, develop, evaluate existing systems and recommend and support changes to management.

The incumbent must be able to judge work quality and performance; interpret departmental policy and determine appropriate action to be taken; prepare complete and comprehensive reports, letters, and articles; make effective presentations, use good judgment for analysis of resource requirements; be able to coordinate effectively with all levels of management and employees.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for independent action and initiative in ensuring optimal delivery of safety related issues for DES staff and management team are completed timely. The incumbent must consider all input and pertinent factors

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

before reaching conclusions and making recommendations on the delivery these services within the Division.

Errors in judgment could result in violations of constitutional and statutory constraints on the use of State revenues and appropriations. Failure to address business services issues could compromise the health, safety and wellbeing of DES employees; precipitate unfair labor practice charges or lawsuits against the Department; waste State resources; or create negative publicity for the Department and negatively impact the ability of staff to perform their duties and meet the operational needs of the division.

PUBLIC AND INTERNAL CONTACTS

The incumbent has frequent contacts with all levels of DES staff, including the Division Chief, and Deputy Division Chiefs, district and Headquarters' staff, the Division of Business, Facilities, and Security (DBFS), Department of General Services (DGS), CAL-OSHA, and California Highway Patrol (CHP). Outside contacts include other state and federal agencies, and outside vendors.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard/mouse and video display monitor, or while attending meetings. Must be able to use fine manipulation and/or simple grasping during the course of their workday. Some walking may be required.

Must be able to effectively communicate in English and may be required to make presentations, lead workshops, and serve on quality teams. The incumbent must be able to sustain the mental activity needed to conduct necessary research, analysis, reasoning, auditing and editing, problem solving and report creation and writing.

Must be able to organize and prioritize large volumes of varied documents. The workload is subject to frequent, substantial and unexpected changes that could affect the scheduling or completion of assignments. The incumbent have the ability and aptitude to utilize a personal computer to update, retrieve, and analyze information.

Must be able to handle multi-task while regularly responding to e-mails and phone calls. This position requires the incumbent to be flexible and adaptable to changing policies, rules and regulations as it relates to personnel administration. Must be able to adapt to changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships with staff as well as other departmental employees and recognize emotionally charged and/or sensitive issues and problems and handle them effectively and appropriately. Employee must recognize and respond appropriately to difficult situations and priority issues arising within a dynamic work environment, and must facilitate effective solutions. Must deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity.

The incumbent behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service. The incumbent values cultural diversity and other individual differences in the workforce.

The incumbent must possess the ability to formulate effective strategies consistent with the Division's business plan and develop new insights into situations and apply innovative solutions to make organizational improvements. The person in this position must have the ability to supervise and direct the workload of staff working to meet critical deadlines. The incumbent must have the ability to effectively coordinate multiple assignments with concurrent due dates.

WORK ENVIRONMENT

Incumbent will be exposed to various work environments. In an office setting incumbent must be able to sit and/or stand for long periods of time. Will be exposed to artificial lighting in a climate-controlled area. Some travel may be required, therefore, incumbent must be able to travel using a car or commercial transportation.

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.)

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

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