

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager I (Supervisor)	D59/DES-Admin./Office of Bldg. Ops. and Safety	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Branch Chief Business Services Branch-FMP	559-045-4800-xxx	October 2015

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 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 Business Services functions employee safety and health program and for the Division of Engineering Services (DES) at the Farmers Market Plaza (FMP).

TYPICAL DUTIES:

Percentages

Essential (E)/ Marginal (M)

Job Description

30%(E)

Direct staff responsible for all DES FMP safety and business services activities which include:

Personal and building security; telecommunications including landline cell phones, I-phones, video teleconferencing (VTC), voicemail and procurement of telecommunications devices; space planning; facilities support; monitoring of DES leased facilities; telework; inventory, building maintenance, network copiers and printers; 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; California Public Records Act requests; Division of Engineering Services (DES) compliance with the Department's Injury and Illness Prevention Plan (IIPP) for DES employees; DES Emergency Operations Plan; Statewide DES vehicle accident reporting; employee safety and general clerical and office support.

30%(E)

Directs the maintenance of FMP complex. Works closely with DES managers and supervisors addressing safety issues and space needs, recommends appropriate action/accommodations, and coordinates with the Division of Business, Facilities, and Security (DBFS) Building Operations Center (BOC) and Department of General Services (DGS) to implement necessary changes. Develops and maintains efficient and workable modular floor plans and

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

oversees the installation of modular furniture and relocation of employees.

25%(E)

Directs Business Services staff responsible for a wide variety of administrative and facilities support services. Ensures a productive and safe work environment. Provides staff with necessary guidance needed to perform their jobs, keeps abreast of new policies and procedures that impact their assigned work. Encourages staff to identify and implement processes that improve productivity and efficiency. Hires qualified staff necessary to provide timely delivery of engineering services and/or products. Trains, develops, evaluates, mentors, and disciplines staff. Uses objective criteria when dealing with performance, operational and administrative issues. Responsible to track and maintain FMP copier, network printer and plotter inventory and floor plan.

15%(E)

Consults with, advises, and provides guidance to DES management on safety, facility, safety and business services related issues. Identifies problem areas and recommends appropriate action. Maintain expertise and knowledge of pertinent laws, statues, and regulations regarding records retention, procurement, equipment purchases, contracting, home storage permits and other business services operations.

ESSENTIAL 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 Associate/Assistant Caltrans Administrators, 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.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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, and 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, Access and Micro station.

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, 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 business services related issues for DES staff and management team are completed timely. The incumbent must consider all input and pertinent factors 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

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

General Services (DGS), 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.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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