

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE STAFF SERVICES MANAGER I	OFFICE/BRANCH/SECTION 42-LEGAL-SAN FRANCISCO	
WORKING TITLE OFFICE MANAGER	POSITION NUMBER 701-001-4800-xxx	EFFECTIVE DATE 7/2014

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 direction of the Deputy Chief Counsel, the incumbent is responsible for supervising, directing and coordinating the work of small group of professional staff. The incumbent will serve as the second-line supervisor to two teams of Legal Secretaries. The Staff Services Manager I will function as the San Francisco office's administrator and office manager performing a wide variety of tasks in the areas of budget, procurement, library services, administrative and personnel management to support the Legal Program.

**TYPICAL DUTIES:**

Percentage		Job Description
30%	Essential (E)/Marginal (M) <sup>1</sup> E	Direct and review all office procurement activities, ensuring compliance with laws, regulations, and applicable policies. Supervise the invoice payment process. Approve invoice payments, develop tracking systems to monitor invoice payment status, develop desk procedures for support staff, resolve issues between staff and vendors, and maintain auditable records. Manage the office Cal-Card program.
25%	E	Supervises, directs, reviews and monitors the workload of a team of legal analysts, ensuring quality of work and access to appropriate internal and external training opportunities that support the legal practice. Requires general knowledge of the legal practice; however technical and complex legal issues shall be addressed and vetted by the incumbent with attorney staff and the legal analyst, documents in compliance with Local and State Rules of Court and the California Code of Civil Procedure.
25%	E	Provides second line supervision to legal support supervisors, responsible for supervision over two teams of legal secretaries who are ultimately responsible for general secretarial functions as well as the final formatting and production of legal documents in compliance with Local and State Rules of Court and the California Code of Civil Procedure. Ensure Legal Support Supervisors and their staff has the knowledge and resources necessary to support the needs of the legal practice. Establish a harmonious working relationship between support staff and attorneys. Complete employee Individual Development Plans.
10%	E	Supervise all office support functions and non-attorney staff including reception, law library and records retention and inventory. Incumbent also monitors workload, maintains records of assigned work, reviews and processes time sheets, Travel Expense Claims, overtime hours, and complete employee Individual Development Plans.
05%	E	Consults with the executive management to ensure appropriate implementation of departmental policies relating to personnel issues, including program, staff, and office policies. Works directly with the statewide Business Manager to reconcile budget and procurement activity.
		05 % (M) Performs other tasks as necessary to provide support to the Legal Division's administrative operations. Develop teambuilding, and review training opportunities to support upward mobility.

<sup>1</sup>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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Supervision includes: all professional support staff within the San Francisco Legal Office: legal analysts, legal support supervisors, support staff and second line supervision of legal secretaries.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Caltrans' organization, mission, policies, and procedures; statewide Legal Division program goals, objectives, and priorities; State government administrative laws and rules, including, but not limited to those concerning personnel, planning, program management, and evaluation, contracting, procurement, and other staff services; principles and practices of employee supervision, development, and training. The incumbent must understand technical requirements of equipment and their operating systems/requirements. It is also highly desirable that the incumbent has an overall understanding of Caltrans' Legal Program, the California Court system, and has a working knowledge of legal terms.

Ability to: Approach a problem by using a logical, systematic, sequential approach; weigh the costs, benefits, risks, implications, and chances for success, when making a decision; use technology to simplify and streamline tasks; learn new technology techniques to enhance the job; manage, lead and enable the process of change and transition while helping others deal with their effects; listen to others and communicates in an effective manner; ensure that others involved in a project or effort are kept informed about developments and plans; ensure that important information from management is shared with employees and others; give and receive constructive feedback; recognize differences of opinion, bring them out into the open for discussion, and look for win-win solutions; use appropriate interpersonal styles and methods to reduce tension or conflict between two or more people/groups; create solutions to problems using novel methods and processes; identify and respond to current and future client needs; provide excellent service to internal and external clients; make critical and timely decisions in difficult or ambiguous situations; take charge of a group when it is necessary to facilitate change, overcome an impasse, face issues, or ensure decisions are made; delegate responsibility, work with others, and coach them to develop their capabilities; identify the information needed to clarify a situation and drawing out the information when others are reluctant to disclose it; convey confidence in employees' ability to succeed, especially at challenging new tasks; allow employees' freedom to decide how they will accomplish their goals and resolve issues; take responsibility for own work, including problems and issues; anticipate and prevent breaches in confidentiality and/or security; notice trends and develops plans to prepare for opportunities or problems; anticipate how individuals and groups will react to situations and information and plan accordingly; presents arguments that address others' most important concerns and issues and looks for win-win solutions; identify and propose solutions that benefit all parties involved in a situation; provide guidance in how to strengthen knowledge, skills, and competencies to improve personal and organizational performance; communicate effectively and develop employees; develop, maintain, and strengthen relationships with others inside or outside of the organization who can provide information, assistance, and support; ensure the effective, efficient, and sustainable use of public service resources and assets; identify, assess, and manage risk while striving to attain objectives; function effectively when under pressure and maintain self control in the face of hostility or provocation; find creative ways to make people's work rewarding; communicate ideas, thoughts, and facts in writing

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequences of errors could cause improper management decisions resulting in loss of ability of the Legal Division to promptly and accurately advise Department personnel at all levels, and inability to adequately represent the department in court. This could cause loss of millions of dollars, court sanctions, and/or loss of credibility in the courts, with other public agencies and the public.

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### PUBLIC AND INTERNAL CONTACTS

May be called upon to interact with Legal staff from the four Legal Offices, Departmental management and staff, outside counsel, expert witnesses, vendors and other state agencies. The incumbent must support the policies and goals of the Department and the Legal Division by using good judgment and effective communication including tact and consideration for politically sensitive situations.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work appropriately and effectively under stress, manage complex and varied workload and meet deadlines. Must also work well with office professional and support staff, Department staff, and occasionally outside vendors. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative working relationships; ability to focus for long periods of time.

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## WORK ENVIRONMENT

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

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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