

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
POSITION DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> STAFF SERVICES MANAGER I	<b>DISTRICT/DIVISION/OFFICE</b> 42-LEGAL-SAN FRANCISCO	
<b>WORKING TITLE</b> ADMINISTRATIVE MANAGER	<b>POSITION NUMBER</b> 701-002-4800-xxx	<b>EFFECTIVE</b> 07/2014

**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; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts affect each member of the team, and those we serve.**

**GENERAL STATEMENT:**

Under the direction of the Deputy Chief Counsel, the incumbent supervises, 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 and a team of Legal Analysts. The Staff Services Manager I will function as the San Francisco office's administrative 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

Essential(E)/ Job Description

Marginal (M)

35% (E)      The incumbent is responsible for providing direction over administrative services functions at the office level. Works with HQ Legal Division Business Manager and statewide office managers to ensure conformity and continuity of division-wide legal and administrative support services. 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 completes employee Individual Development Plans. Participates in monthly staff meetings of office management/supervisors and serves as the liaison to management. Consults with the executive management to ensure appropriate implementation of departmental policies relating to personnel issues, including program, staff, and office policies.

35% (E)      Supervises, directs, and monitors the workload of a team of legal analysts, ensuring quality of work and conformance to Legal Division standards. With direction from an attorney, the legal analyst regularly and independently performs analytical duties on a wide range of complex and varied duties typically assigned to a paralegal in a law office. The legal analyst also provides consultation, written analyses and assistance to attorneys with various legal tasks that require analysis and

recommendations. 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.

- 20% Works directly with the statewide Business Manager to reconcile budget and procurement activity. Direct and review all office procurement activities initiated by legal staff and processed by legal support staff, ensuring compliance with laws, regulations, and applicable policies. Reconcile and review monthly invoice payments and expenditures processed by and through legal support supervisors and the legal secretarial team. Responsible for reviewing and approving invoices and warrant requests. Develop desk procedures for support staff, resolve issues between staff and vendors, and maintain auditable records. Manage the office Cal-Card program.
- 5% (M) Develop teambuilding, and review training opportunities to support upward mobility. Ensure subordinate staff has the knowledge and resources necessary to support the needs of the legal practice, by reviewing and implementing applicable training plans. Establish and assist in maintaining harmonious working relationships between support staff and attorneys.
- 5% (M) Independently handles complex administrative functions requiring subject matter knowledge and expertise, including but not limited to dispute resolution and implementing best practices.

### **SUPERVISION EXERCISED OVER OTHERS**

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

### **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 deciding; 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; 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; 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; find creative ways to make people's work rewarding; communicate ideas, thoughts, and facts in writing.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

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.

### **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.

### **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.

### **WORK ENVIRONMENT**

