

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE STAFF SERVICES MANAGER I	DISTRICT/DIVISION/OFFICE HUMAN RESOURCES/EXAMINATION AND RECRUITMENT SERVICES	
WORKING TITLE Examination Branch Chief	POSITION NUMBER 702-008-4800-	EFFECTIVE June 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 direction of the Chief, Office of Examination and Recruitment Services, a Staff Services Manager II, the Staff Services Manager I is responsible for the examination, certification, and recruitment programs. The position directs the activities of the above programs, oversees the development of work standards, monitors the attainment of those standards, and establishes consistent work processes. The Staff Services Manager I will demonstrate and encourage staff to have a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers' expectations.

TYPICAL DUTIES:

Essential (E)/Marginal (M)¹

- 50% (E) **Examination Activities.** Manage, supervise, and direct a staff of examination analysts and technicians in the development and administration of the department's examinations. Duties include establishing performance indicators for services; monitoring and reporting achievements; and providing periodic performance reports to management. Incumbent will also be responsible for assisting with the development and maintenance of the Exam Plan.

- 25% (E) **Recruitment Activities.** Manage, supervise, and direct a staff of analysts and technicians in implementation of the Student Assistant Program, Volunteer Program, Youth Mentoring Program, Adopt a School Program, and development and dissemination of materials related to Departmental recruitment efforts; Duties include establishing performance indicators for services; monitoring and reporting achievements; and providing periodic performance reports to management.

¹ 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

- 10% (E) Ensure the most current audit procedures are in place and followed. Duties include recommending and implementing changes in processes and training staff. Will also be responsible to ensure high level of customer service among staff.
- 10% (E) Personally perform the most sensitive human resources staff work required by management. Duties could include serving as a project leader or sponsor; or completing other Examination special projects.
- 5% (M) Lead or serve on special task forces/committees related to Departmental organizational structure, salary issues, classification and human resource related issues.

SUPERVISION EXERCISED OVER OTHERS

The incumbent directly supervises Exam Analysts and Personnel Technicians.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

- Full knowledge of principles, practices, and trends of public and business administration, including management and supportive staff services such as human resources, planning, and program evaluation.
- Full knowledge of principles, and practices of employee supervision, development, and training.
- Full knowledge of processes, practices, and the trends of program management.
- Full knowledge of formal and informal aspects of the legislative process, and the administration of department's goals and policies.
- Ability to gain and maintain the confidence and cooperation of those contacted during the course of work.
- Ability to establish priorities, reason logically.
- Ability to independently research and analyze data and problems, evaluate alternatives, and adopt effective courses of action to effectively solve management issues.
- Ability to convey ideas and present information clearly and logically, both orally and in writing.
- Demonstrated capacity for assuming the most difficult management and administrative responsibilities.
- Ability to assume responsibility for well-established and fully developed staff services function.
- Knowledge of and ability to effectively contribute to the Department's Equal Employment Opportunity objectives.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent is responsible for the administration of the Examination Program. The Examination Program is responsible for establishing and maintaining employment eligibility lists for use in filling vacant position statewide. The inability or failure to perform these responsibilities effectively, and errors in judgment could result in failure to meet the Department's human resources

needs and directly impact the Department's objective to develop and implement policies that will accelerate the hiring of qualified individuals.

PUBLIC AND INTERNAL CONTACTS

The incumbent, while providing quality customer service at all times, independently confers with departmental employees at all levels and other State agencies. Contacts may include Director, Assistant Directors, Program Managers and their respective staffs; legislators; other state, federal, and county entities; unions; colleges and university administrative staff; and community based organizations.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material under 25 pounds from one location to another. Employee will occasionally bend, stoop, kneel, to pull or push objects, grasp objects with fingers, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain concentration level 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; ability to resolve emotionally charged issues reasonably and diplomatically; considering and responding appropriately to the needs of different people in different situations; is tactful and treats others with respect.

Behaves in a fair and ethical manner towards others and demonstrates a sense of responsibility and commitment to public service; values cultural diversity and other individual differences in the workforce; ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner.

WORK ENVIRONMENT

While at their base operation, employee will work in a climate-controlled office under artificial lighting. Employee may also be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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's Name

Signature _____ Date

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

Supervisor's Name

Signature _____ Date