

CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT
PM-0924

CLASSIFICATION TITLE Staff Services Manager I	DIVISION/OFFICE/BRANCH Human Resources, Classification and Hiring Services	
WORKING TITLE Branch Chief, Classification & Hiring Services	POSITION NUMBER 702-008-4800-XXX	EFFECTIVE DATE December 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 regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. You take the necessary precautions to safeguard the confidentiality of records containing personal information to which you have access. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT

Under general direction of the Office Chief, Classification & Hiring Services, the Staff Services Manager I supervises a team of staff to ensure excellent customer services to managers and supervisors on current personnel issues, policy and procedure changes, and policy implementation.

TYPICAL DUTIES

Percentage / Essential (e) / Marginal (m)

- 50%(e) Assist staff when advising managers and supervisors. The goal is to define issues clearly and develop a range of alternatives and a variety of appropriate solutions. Topics can include; return to work, proposed reorganizations, exam needs, and classifications issues. Ensure subordinate staff are properly trained, knowledgeable and skilled in; determining the correct classification of all positions to be certified if needed; performing desk audits to ensure proper level and kind of duties; appointing persons to positions by preparing necessary documents.
- 35%(e) Provides guidance and training to staff on how to determining legal means of hire. Guides staff in the interpretation of Federal, State Personnel Board, Department of Human Resources (Cal HR) and other related laws and rules; ensuring hiring actions taken are legal, and; determining alternate salary ranges and hire-above-minimum amounts for new employees.
- 15%(m) Independently perform or participate in human resource/management special projects, which have departmental impacts.

SUPERVISION EXERCISED

Supervises a staff of Associate Personnel Analysts/Staff Services Analysts and Personnel Technicians.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The Staff Services Manager I should also have the ability to model a positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers.

Demonstrated knowledge of the principles, practices and trends of leadership, public and business administration and human resources, employee development and training.

Ability to supervise and direct in order to develop subordinate staff's ability to apply laws, rules, policies and procedures to achieve departmental objectives.

Ability to plan, direct, monitor, and evaluate subordinate staff and promote principles of Equal Employment Opportunity.

Must have thorough knowledge of all laws, rules, policies, and practices related to personnel and classification and pay issues in State government and ability to interpret and apply them. Must be familiar with the Department of Transportation's mission and goals and be able to apply the Division of Human Resources' strategic objectives needed to accomplish them.

Necessary ability to reason logically and use analytical techniques to solve difficult human resource problems. Must be able to model and express ideas and present information clearly and logically, both orally and in writing to managers' supervisors and employees.

Must be able to direct staff in the review and evaluation of requests from managers that cover the broad range of human resource considerations including classification decision (and how to conduct a job audits), appointments, transfers, and out-of-class experiences. Must ensure staff develop technically sound alternatives that may include developing new approaches and organizational change or revisions. Must be able to direct staff to provide thorough and complete staff work on human resource related issues to meet immediate needs of operation units.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The manager, independently and without review, guides staff to make determinations of all classifications that are delegated to the Department in their assigned units. These decisions may be sensitive in nature, and if so, will be discussed with the supervisors prior to decision. The manager will lead staff in the development of departmental policy concerning a broad range of personnel management subjects and advise management on problem situations including salary inequities, medical problems, and employability questions. The manager will ensure staff is skilled in consulting with management on their need for position reclassification or unit reorganization because of growing or declining programs. The manager will provide guidance to subordinate staff in researching existing policy and rules prior to developing a draft proposal. Inaccurate guidance may lead to illegal appointments, legal consequences and/or loss of credibility for the division or department.

