

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I	DISTRICT/DIVISION/OFFICE Division of Human Resources	
WORKING TITLE Branch Chief	POSITION NUMBER 702-008-4800-	EFFECTIVE 11/01/11

As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by being innovative and flexible; working cooperatively with team members and customers; and treating them 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 general direction of the Office Chief, a Staff Services Manager II, the Branch Chief, a Staff Services Manager I (SSMI), supervises staff who perform work related to budgets, staffing plans, personnel, facilities management, procurement, contracts, and other administrative functions for the Division of Human Resources (DHR). The SSMI demonstrates a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds our customers' expectations. Will be responsible for managing statewide centralized services to DHR.

TYPICAL DUTIES

Percentage Essential (E)/Marginal (M)	Job Description
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| 50% (E) | The incumbent is responsible for managing, directing, and organizing the work of analysts who perform resource management functions, contract services, policy development, facilities management and procurement activities. Establishes priorities for the unit, provides leadership and ensures that staff provide quality customer service to DHR. Organize the work activities of staff to achieve operational efficiency utilizing effective management skills/tools (e.g., communication, project management, workload tracking/monitoring, staff development) on a daily basis. |
| 25% (E) | Manage, direct, and organize support staff who perform records retention, filing, mail services, file reviews and general clerical work for the Division. Direct the work activities of staff to ensure services are provided within established parameters/timeframes, and met utilizing effective management skills on a daily basis. |
| 15% (E) | Direct staff preparing reports to Deputy for Administration, Division Chief, and managers in the Division. Meets with DHR staff to resolve questions and concerns. Independently performs the most difficult analytical staff work. Assist program in the development of Budget Change proposals by providing cost information as needed. Responsible for the final budgetary reports. Must ensure accuracy of all assigned reports. |

- 10% (M) Participates in staff training and development activities. Facilitates the hiring process by conducting interviews, evaluating and recommending candidates for appointment as needed. Evaluate and provide feedback to staff to aid in their professional development by monitoring work assignments and completing performance evaluations.

SUPERVISION EXERCISED OVER OTHERS

Supervises a staff of Staff Services Analysts, Associate Governmental Program Analysts, Office Technicians and/or Office Assistants.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent must be knowledgeable of the Department's mission, vision, goals and objectives. Must have a thorough knowledge of the Department's policies and procedures on budgeting and fiscal management; principles of organization, administration and management; principles and practices of personnel management, employee supervision, and office management procedures. Excellent communication and interpersonal skills are required to ensure effective communication with all levels in the organization as well as internal and external customers. Must have excellent written communication skills and must be able to prepare comprehensive reports. Must be able to analyze fiscal data and make sound recommendations; analyze situations and take an effective course of action. Must be able to work independently and as a member of the DHR management team, Must be able to define management issues and fiscal problems; identify key issues and implication of unresolved problems; make accurate expenditure projections utilizing complex fiscal data; identify and compare alternative courses of action; and develop and defend recommendations.

Requires manual dexterity to work with keyboard/computer and ability to sit for extended periods of time. The incumbent must have the ability to speak and write effectively. Must be able to establish and maintain cooperative working relationships with managers and staff at all levels.

RESPONSIBILITY FOR DECISION, ACTIONS, AND CONSEQUENCES

The incumbent must be able to exercise good judgment to fulfill their comprehensive responsibilities. Errors in judgment or inadequacies in recommendations and decisions could result in inadequate budget development, insufficient contract monitoring, and loss of funds, which could negatively impact the Division.

The SSMI is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, Social Security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment

PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels of management in DHR. The incumbent is in regular contact with Resource Management and Policy Office. The SSM I will promptly and accurately respond to internal clients, and demonstrate a positive attitude and a commitment to provide quality service that is accurate, timely, and meets our customers' expectations.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

SSMI 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 from one location to another. Employee will be required occasionally to bend, stoop, kneel, pull or push objects, grasp objects, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing. Employee must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain mental activity 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; resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; and be tactful and treat others with respect.

WORK ENVIRONMENT

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

I have read and understand the duties listed above and can perform them without reasonable accommodation. If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor.

EMPLOYEE NAME DATE

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

SUPERVISOR DATE