

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
Duty Statement**

<b>Classification Title</b>	<b>District/Division/Office</b>	
Staff Services Manager I	<b>DHR/Office of Transactions Services</b>	
<b>Working Title</b>	<b>Position Number</b>	<b>Effective</b>
Branch Chief	702-008-4800-XXX	07/2014

YOU ARE A VALUED MEMBER OF THE TRANSACTIONS SERVICES TEAM. YOUR COMMITMENT TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS ENABLES CALTRANS TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

Under the leadership of the Assistant Division Chief, Office of Transactions Services (SSM III), the Staff Services Manager I (SSM I) serves as the Branch Chief and ensures the development of a customer-service oriented Office. The SSM I demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. The SSM I is responsible for the leadership of staff engaged in Transactions; official personnel record keeping; training; development and formulation of Transactions' policies and procedures; and special projects

**DUTIES AND RESPONSIBILITIES**

50% (E) Manages, supervises, and directs staff in the development of recommendations for departmental personnel and payroll policies. Oversees the development and formulation of management and all employee policy/procedures memos and circulars. Supervises and oversees the development and formulation of written personnel procedures for the implementation of operational policies; implementation of new departmental and statewide requirements; and revises current personnel policies and procedures to meet the changing needs and directions of the Department and control agencies. Advises department managers on appropriate personnel/payroll laws, rules, policies and procedures. Manages and oversees the development of training for Transactions Services staff; including supervisors and specialists; other staff involved in the transactions process, i.e., timekeepers, District Liaisons, etc.; and training for department supervisors in the personnel and payroll areas.

Works with all levels of staff in Transactions Services to ensure Caltrans employees are provided timely and high quality customer service. Ensures that all personnel records for Caltrans employees are prepared, filed and retained accurately and securely. Ensures that customers' needs are thoroughly met.

- 30% (E) Provides leadership and guidance to staff in the Office of Transactions Services which includes two subordinate supervisors. Develops and implements staff development policies. Prepares probationary and other staff evaluations as necessary. Ensures that all subordinate staff are committed to providing quality customer service at all times and the goal to thoroughly meet customers' needs.
- 15% (E) Analyzes and independently resolves a variety of complex technical personnel/payroll problems. Monitors the Department's payroll and employee benefits programs in accordance with State Personnel Board, California Department of Human Resources (CalHR), Department of Finance, Board of Control, State Controller's Office, Public Employees Retirement System and federal Department of Labor laws, rules, policies, and procedures.
- 5% (E) Serves as a project manager, when necessary, to develop and implement process improvements and evaluate and monitor quality and continuous improvement within Transactions Services.

#### **SUPERVISION OR GUIDANCE RECEIVED**

Supervised by Staff Service Manager III (SSMIII)

#### **SUPERVISION EXERCISED OVER OTHERS**

This position directly supervises five Personnel Supervisors II's. This position indirectly supervises Personnel Supervisor I's and Senior Personnel Specialists.

#### **KNOWLEDGE AND ABILITIES, MINIMUM EDUCATION OR EXPERIENCE REQUIRED**

Must be able to interpret civil laws and rules and various personnel manuals from SCO, PERS, and DPA as well as Departmental procedures and bargaining unit MOUs. Must be cognizant of current trends in adult training development and be experienced in the development, implementation, and delivery of training.

#### **RESPONSIBILITY FOR DECISION, ACTIONS, AND CONSEQUENCES**

Must be able to make independent decisions on a regular basis related to employee payroll, leave and benefits. Makes decisions related to the Department's position on statewide transactions issues. Use of poor judgment could affect employees' pay and benefits and cause considerable hardship to all levels of employees including CEAs and Exempts.

#### **ANALYTICAL REQUIREMENTS**

Must be able to utilize the analytical process to resolve issues. Uses statistical tools and project management skills to implement process improvements within the Office. Develops new insights into situations and applies innovative solutions to make organizational improvements. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture that encourages others to provide the quality of service essential to high performance.

**PUBLIC AND INTERNAL CONTACTS**

Maintains frequent contact with other State agency representatives in the area of transactions, benefits, and retirement.

**WORK ENVIRONMENT**

Employee will work in a climate-controlled office under artificial lighting.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must maintain cooperative working relationships with staff as well as other departmental employees, must respond appropriately to difficult situations, must recognize emotionally charged issues or problems, and must facilitate effective solutions. Employee must be able to work effectively with all levels of the department. Employee must value cultural diversity and other individual differences in the workforce. Employee must influence others toward a spirit of service and meaningful contributions to mission accomplished.

I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

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

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE