

**CALIFORNIA DEPARTMENT OF TRANSPORTATION**  
**Duty Statement**

<b>Classification Title</b>	<b>District/Division/Office</b>	
Staff Services Manager I	DHR/Office of Transactions Services	
<b>Working Title</b>	<b>Position Number</b>	<b>Effective</b>
Branch Chief	702-008-4800-XXX	10/2014

**As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California’s economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.**

**GENERAL STATEMENT:**

Under the leadership of the Assistant Division Chief, Offices of Transactions (OTS) and Staff Central (SC), a Staff Services Manager (SSM) III, the SSM I serves as the Branch Chief of OTS Training team, SC and indirectly supervises the OTS clerical unit. The incumbent ensures the development of a customer-service oriented program by demonstrating a positive attitude and commitment to provide accurate and timely service that exceeds customers expectations. The SSM I is responsible for the effective administration and leadership of staff engaged in training of a variety of payroll services and personnel transactions work including appointments and separations; health dental, vision and retirement benefits; official personnel record keeping; attendance reporting, training and workers’ compensation payroll. This position provides direct and indirect supervision to approximately 13 OTS, SC and OTS clerical team. This position may be required to represent the department and the Chief, Offices of Transaction Services and Staff Central on personnel management or payroll issues with the State Personnel Board, CalHR, State Controller’s Office and various other hearings or boards.

**DUTIES AND RESPONSIBILITIES**

Percentage / Essential (e) / Marginal (m)

45% (E)       Manages and directs the OTS training team, SC team, and indirectly supervisors clerical team ensure that OTS is provided accurate and timely training for the Personnel series. This is includes providing guidance, monitoring of training material and training classes provided, and ensuring that all areas of training needed is provided. Ensures that SC team is current on all processes, new Change Requests (CRs) are created accurately and timely. Ensures that all Gatekeeper roles are accurate and monitors all SC activities. Ensures that the OTS Clerical Supervisor is providing guidance to the clerical team and that team is providing the exceptional customer service. and statewide transaction services to Caltrans employees, ensuring that staff provide timely and high quality customer service. Ensures that all teams within their direction are committed, inspire team work, have effective communication and provide exceptional customer service.

20% (E)       Provides leadership and guidance to staff in OTS, OTS clerical team and SC. Develops and implements staff development policies and procedures. Ensures that all subordinate staff are committed to providing quality customer service at all times and meets customer’s needs.

- 10% (E) Develops and recommends departmental training for personnel and payroll policies. Reviews CRs for implementation of changes to SC. Develops and provides the Department employees Personnel Information Bulletins for to advise all employees on policy/procedures memos and circulars. Advises department managers on appropriate personnel/payroll laws, workers' compensation laws, rules, policies and procedures. Consults with Labor Relations, Accounting, Legal, Budgets and others as needed to ensure that changes initiated by others that have transactions ramifications are recognized and addressed in a timely manner.
- 10% (E) Analyzes and independently resolves a variety of complex technical personnel/payroll problems. Monitors the training of OTS's payroll and employee benefits programs in accordance with State Personnel Board, 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.
- 10% (E) Acts as the Department liaison in transactions and workers' compensation personnel and payroll matters with CalHR, the State Controller's Office, the State Personnel Board, the Public Employees' Retirement System, and Employment Development Department. Confers with these agencies on policies impacting Caltrans. Partners with these agencies and with the Caltrans Divisions of Accounting and Information Technology to resolve issues relating to payroll.
- 5% (M) Serves as a project manager when necessary.

<sup>1</sup> 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

### **SUPERVISION OR GUIDANCE RECEIVED**

Supervised by Assistant Division Chief, Transactions Services and Staff Central (SSM III)

### **SUPERVISION EXERCISED OVER OTHERS**

The incumbent is responsible for all decisions, actions, and consequences inherent in planning, organizing, and directing the training of the Office of Transactions Services. The incumbent is responsible for all decisions, actions, and consequences inherent in Staff Central and the clerical team.

### **KNOWLEDGE AND ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must be able to interpret civil laws and rules and various personnel manuals from SCO, PERS, and CalHR 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.

Must be able to use 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.

The incumbent 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.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

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. Poor judgment could affect employees' pay and benefits and cause considerable hardship to all levels of employees including CEAs and Exempts.

**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 Name (please print)

\_\_\_\_\_  
Employee signature      Date

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

\_\_\_\_\_  
Supervisor Name (please print)

\_\_\_\_\_  
Supervisor signature      Date

Revised: 10/14