CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT

CLASSIFICATION TITLE Staff Services Manager I (Specialist)	DISTRICT/DIVISION/OFFICE Office of Discipline Services	
WORKING TITLE Discipline Services Manager	POSITION NUMBER 702-015-4800-xxx	EFFECTIVE June 2014

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. You safeguard the confidentiality of records containing personal information to which you have access. You demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, exceeds customer expectations, and maintains complete confidentiality.

GENERAL STATEMENT: Under the general direction of the Chief, Office of Discipline Services, a Staff Services Manager II, provides detailed advice and technical guidance to managers and supervisors regarding complex and sensitive personnel issues, policy implementation, and progressive employee discipline. The Staff Services Manager I (Specialist) is responsible for representing the Department in administrative law hearings, ensuring that the highest legal and ethical standards are met.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]	Job Description
40% (E)	Consults with managers and supervisors regarding formal adverse actions, determine appropriate charges which are supported by clear and convincing evidence, and recommends level of actions. Confers with Audits and Investigations and Equal Employment Opportunity staff concerning investigations requested by managers and supervisors. Develops all actions, including the most complex and sensitive actions related to workplace violence, sexual harassment, discrimination, information technology abuse, etc. Ensures employees' due process rights to adequate notice are satisfied, properly addresses prior warnings given to employees by supervisors, and confirms the actions will meet all legal pleading requirements. Ensures actions are appropriately served and schedules Skelly/Coleman Hearings at the request of served employees. Prepares and arranges service of notices for Rejections on Probation, Absences Without Leave (AWOL) separations, non-punitive and medical terminations.
40% (E)	Prepares the Department's response to employee appeals of formal actions at Department of Personnel Administration (DPA), State Personnel Board (SPB), and Unemployment Insurance Appeal Board (UIAB) evidentiary hearings. Presents oral arguments of fact, law, and argument about the Department's action before an administrative law judge. Prepares witnesses to testify in administrative law proceedings, presents testimony on direct examination of witnesses, conducts cross-examinations of witnesses, and introduces clear

and convincing evidence into the record. Prepares written responses to discovery requests and issues and serves subpoenas. Assists the Legal Division staff in representing the Department in civil actions.

15% (E) Negotiates, writes, and obtains approval from management, SPB, DPA, and the appellant and their representative for Stipulated Settlement Agreements to settle all formal actions. Communicates with executive staff, supervisors and managers, Labor Relations, Workers' Compensation, personnel Operations and Transactions staff regarding the final action and settlement agreement.

5%(M) Provides training to managers and supervisors on maintaining proper documentation, preparing informal letters of warning, and administering progressive corrective discipline. Provides training to managers and supervisors on the Skelly/Coleman Hearing Process that affords the employees the right to respond to the department's notice of adverse action. Ensures Skelly/Coleman Hearing Officers fulfill their roles and responsibilities. Updates Adverse Action Database with results of actions, settlement agreements, and SPB or DPA rulings. Distributes notices and responds to general correspondence and inquiries.

SUPERVISION EXERCISED OVER OTHERS

Provides lead direction over Associate Personnel Analyst(s).

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, and employee supervision, development and training; Caltrans policies and procedures, safety, health, and equal opportunity objectives; legal principles and practices with particular reference to the laws governing public offices and agencies; trial and appellate court procedure; and the rules/laws of evidence.

Demonstrated 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. Ability to research, understand, interpret and articulate applicable employment laws, rules and regulations; prepare and conduct actions and proceedings before administrative law bodies; analyze and apply legal principles and precedents to particular sets of facts; present oral statements of fact, law, and argument clearly and logically; provide clear, concise, and effective written actions and documentation; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

CONSEQUENCE OF ERRORIRESONSIBILITY FOR DECISIONS

Improper direction and recommendations could severely impact managers' and supervisors' ability to discipline employees. This could result in loss of management's confidence in the disciplinary process. Inefficient and ineffective presentations of the Department's response to employee's appeals that result in the administrative law judge overruling the Department's adverse action may generate civil actions by employees and severe financial liability to the state. Poor performance by the SSM I may also consequently affect Caltrans' ability to pursue effective negotiations with labor unions concerning

resolution of disciplinary and non-punitive actions and diminish the Department's reputation with SPB and DPA.

Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., 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 and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Independently confers with all levels of Caltrans directorate, management and staff, employee representatives, Legal Division attorneys, Audits and Investigations Office, Employment Opportunity Office, and SPB and DPA staff.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally; and must be able to work independently.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Employees will be required to travel to district offices and field locations throughout the State to interview staff, gather information, appear at hearings, and make presentations to managers and supervisors.

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 _____