

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Staff Services Manager I (Supervisor)	<b>DISTRICT/DIVISION/OFFICE</b> Division of Procurement and Contracts	
<b>WORKING TITLE</b> Branch Chief	<b>POSITION NUMBER</b> 702-019-4800-xxx	<b>EFFECTIVE</b> February 2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by making sound ethical decisions; ensuring best value for the State; 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 an Office Chief, Division of Procurement and Contracts (DPAC) a Staff Services Manager I, the incumbent provides direction and leadership for an acquisition branch, acts as liaison with the districts and headquarter programs regarding interpretation of current laws, policies, and procedures. The incumbent must demonstrate a positive attitude to build and maintain strong relationships with our customers and be committed to providing quality customer service that is accurate and timely. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' expectations.

**TYPICAL DUTIES:**

Percentage  
Essential (E)/Marginal (M)

Job Description

55% (E)

As a Branch Chief, the incumbent is responsible for managing, directing, organizing, assigning and reviewing the work of assigned staff engaged in acquisition of contract services. Reports to the Office Chief on critical issues and activities relating to the areas assigned. Reviews, approves, and executes acquisitions, ensuring they are processed and executed in accordance with current laws, policies and procedures. Reviews database entries for accuracy and timely input. The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management and supervision. Communicate regularly the importance of customer service and how the mission of the Division directly affects the mission and goals of the Department.

20% (E)

Provide direction and consultation to district/program staff on a variety of contracting issues and take a proactive approach in finding innovative solutions to their contracting needs. Duties include but are not limited to

answering questions on the telephone, attending meetings when required, and representing the department before control agencies. Meets with Departmental staff to resolve questions and concerns.

10% (E) Independently performs the most difficult analytical staff work on sensitive and/or controversial processes.

10% (E) As a member of the DPAC management team, regularly participates in staff meetings and related efforts to improve the Division's operational efficiency. Represents DPAC at various internal and external meetings and makes presentations to DPAC staff and customers as assigned.

5% (M) As assigned, participates in staff training and development activities. Interviews, recommends for hire, trains and evaluates staff performance.

### **SUPERVISION EXERCISED OVER OTHERS**

The incumbent directly supervises a staff of five to seven Staff Services Analysts and/or Associate Governmental Program Analysts.

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

The incumbent should be knowledgeable of the Department's mission/vision and goals, plus applicable program laws, rules, policies and trends relating to acquisition services. The incumbent must be knowledgeable of supervisory practices including personnel and equal employment opportunities.

The incumbent must have excellent skills in verbal and written communication, organization, problem-solving, and analyses. The incumbent must possess workload management skills to produce quality products and complete assignments on time. The incumbent must be able to analyze complex and difficult administrative problems relative to procurements and administration of contracts that may affect Districts and Divisions. The incumbent recommends effective courses of action and ensure timely implementation. The incumbent must be able to make effective presentations and competently represent the Division before the Department, other agencies, industry advocacy groups and the business community. Administrative problem solving skills are required to prepare and present findings and recommendations on new procedures, guidelines, and instructions.

The incumbent must have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise management or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during

the course of work; develop, review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies; manage a complex staff services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the Department's equal employment opportunity objectives. The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs, and possess good judgment in procedures and selection criteria for the hiring of staff.

### **CONSEQUENCES OF ERROR/ RESPONSIBILITY FOR DECISION**

The incumbent must be able to exercise good judgement to fulfill their comprehensive responsibilities. The necessity that acquisitions adhere to legal requirements makes these positions extremely sensitive. An inaccurate interpretation or application of the law, failure to implement proper controls or the inability to eliminate errors could result in violation of statutory requirements. The consequence of violations include delays and increased project delivery time due to protested acquisitions processes, a loss of federal monetary participation, betrayal of public trust, embarrassment to the Department, lawsuits against the Department or Departments' personnel, and loss or reduction of the operational delegation from the Department of General Services.

### **INTERNAL CONTACTS**

The incumbent independently confers with all levels within the Department on matters relative to the administration of acquisition procurement, contracting processes, and procedures. The incumbent is in regular contact with the Legal Division, Civil Rights, Caltrans Maintenance field offices, and District staff.

### **EXTERNAL CONTACTS**

The incumbent will represent the Department on acquisitions of procurement and contract matters before the Department of General Services, other state and local agencies, consulting firms, industry advocacy groups, the business community, and the general public.

### **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

**WORK ENVIRONMENT**

The base of operation is a climate-controlled open office with artificial light. Office space consists of modular furniture appropriate for this classification.

Overtime may be required, travel may be required to perform training and partnering activities in the Districts and HQ Programs. Vacation restrictions may be imposed during peak workload and fiscal year end closing.

*I have read and understand the duties above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

\_\_\_\_\_  
EMPLOYEE'S NAME (Please Print)

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE      DATE

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

\_\_\_\_\_  
SUPERVISOR'S NAME (Please Print)

\_\_\_\_\_  
SUPERVISOR      DATE