

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I (Supervisory)	DISTRICT/DIVISION/OFFICE Division of Procurement and Contracts	
WORKING TITLE Bid, Protest, and Disputes Branch Chief	POSITION NUMBER 702-019-4800-xxx	EFFECTIVE DATE September 1, 2015

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 general direction of the Office Chief, Policy, Protests and Communications, a Staff Services Manager II, the incumbent is responsible for supervising and directing the Bid, Protest, and Disputes Branch for the Division of Procurement and Contracts (DPAC). In this capacity, the incumbent plans, organizes, coordinates, and directs professional staff in processing contract bid openings, performing analysis and preparing recommendations on contract and procurement protests, disputes, terminations, and claims, responding to public requests for acquisition documents, and addressing other concerns raised by departmental or external entities, personally performing the most complex and/or sensitive projects. The incumbent is also responsible for managing the work of the DPAC Facilities Liaison and the DPAC California Public Records Act (CPRA) Request Coordinator. 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
40% (E)	Supervises, directs, organizes, and reviews the work of professional staff engaged in public contract bid openings, contract and procurement protests, disputes, terminations, equity and Victim Compensation and Government Claims Board claims, and all other acquisition concerns for the Department statewide. Provides direction and oversight to the DPAC Facilities Liaison and the DPAC California Public Records Act (CPRA) Request Coordinator. Independently performs the most difficult analytical staff work on sensitive and/or controversial issues and/or processes. Provides guidance, training, and coaching to staff, to ensure completed staff work is achieved on a timely basis and Branch communications and activities are consistent with applicable state policies, laws, and regulations. Initiates the hiring process for Branch staff, develops screening criteria, conducts interviews, develops justification for employee selection, and develops timely performance evaluations and training plans for Branch staff.

- 20% (E) Develops and publishes detailed departmental reports on assigned activities; develops and implements business process improvements for transparency and continuous improvement. Manages DPAC's Lessons Learned program, facilitating the identification of opportunities to improve business processes in partnership DPAC's management team, monitoring implementation, and reporting results.
- 20% (E) Serves as the subject matter expert in the development of training curriculum and presentations to departmental staff on proper documentation and handling of contract and procurement disputes and terminations. Develops internal partnerships with Caltrans' Districts and Divisions to identify customers' needs and opportunities for efficiency and improvement. Develops external partnerships with the Department of General Services and Victim Compensation and Government Claims Board to ensure adherence to applicable laws, rules, and regulations and timely processing of claims, acquisition disputes and terminations.
- 10% (E) As a member of the Division of Procurement and Contracts (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.

SUPERVISION EXERCISED OVER OTHERS

The incumbent directly supervises four to six staff at any given time (any combination of Staff Services Analysts, Associate Governmental Program Analysts, and Office Technicians).

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management and supervision. The incumbent should be knowledgeable of the Department's mission/vision and goals in addition to Deputy Directives and Director's Policies. The incumbent should be knowledgeable of principles and practices of employee supervision, development and training, including supervisory responsibilities associated with safety, reasonable accommodation, and equal employment opportunity.

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.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent must be able to exercise good judgment to fulfill their comprehensive responsibilities. The necessity that acquisitions adhere to legal requirements makes this position 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 increased review by control agencies, loss of federal monetary participation, betrayal of public trust, embarrassment to the Department, lawsuits against the Department or Department's personnel, and loss or reduction of the operational delegation from the Department of General Services.

PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels of staff and management (including the Division Chief level and above) on contracting processes and procedures. The incumbent is in regular contact with various departmental entities and external agencies including the Department of General Services, Legal Division, Office of Business and Economic Opportunity, Caltrans District and field offices, as well as members of the business community. The incumbent may be assigned to represent the Department in proceedings before control agencies, or the Division of Procurement and Contracts on task force assignments. The incumbent must be able to treat customers with tact and respect.

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. Due to periodic problems with the heating and air conditioning, the building temperature will fluctuate. Office space consists of modular furniture appropriate for this classification.

Overtime may be required and travel may be required to perform DPAC liaison activities and training 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