

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager I	Office of Business Services & Security/Business Services	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Chief, Business Services Branch	702-035-4800-xxx	02/20/2015

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 direction of the Staff Services Manager II, Chief, Office of Business Services and Security, the Branch Chief has full functional and supervisory responsibility for the Department's Records and Forms Management Program, including microfilming of all vital records. The position provides guidance on compliance with all State and Federal laws (including the Information Practices Act and Americans with Disabilities Act) relating to Departmental records and forms, and implements any program improvements. In addition, the Branch Chief is responsible for the statewide Telework Program and Headquarters Commute Management.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	As the Branch Chief and Statewide Records Officer for the Department, develops and maintains the Statewide Records Management Program, including planning, organizing and directing statewide records, and image management. Analyzes and develops annual performance objectives. Oversees the training of Records Officers statewide in the development of Records Retention Schedules, inventories, mandated reports and other Records Management duties. Directs the development of Records Retention Schedules and record inventories; implements destruction notices; provides guidance on the purchase of records management equipment; and develops and maintains procedures. Reviews and approves each retention schedule, inventory, transfer list, destruction notice, and filing equipment request prior to implementation. Provides guidance on matters relating to the storage and preservation of Departmental vital records.
25%	E	The incumbent is responsible for ensuring the development, operation, and maintenance of an efficient statewide Forms Management Program; liaison to Forms Officers on Intranet and Internet form requirements; ensures compliance with firewall requirements of the Information Security Office; procures technical support for forms requiring sophisticated intelligence; develops website training modules for users; actively promotes the web based electronic forms system to all programs, divisions, and districts. Represents the Records and Forms Management Program to outside agencies and groups, including consultation with the Department of General Services (DGS), Secretary of State and outside agencies needing to improve their existing efforts.
25%	E	Supervises the staff in the Business Services Branch. Establishes work priorities and monitors progress; assesses and justifies resources; establishes and meets annual functional performance objectives; prepares activity reports for upper management; assesses staff training needs and develops annual training plans for employees; prepares probationary and annual performance evaluations; trains and motivates staff; investigates workplace violence and sexual harassment accusations; and addresses employee behavior issues using the progressive disciplinary process. Supervises a variety of special analytical assignments including bill analysis, feasibility study reports, budget change proposals, responding to audit reports, etc. Develops and prepares various reports, policies and procedures including annual office budget allocations for operating expenses. Develops, drafts and revises Director's Policies and Deputy Directives relating to areas of responsibility, as well as office policies and procedures; develops justification for consultant contracts and any other required procurements or contracts; prepares and maintains position duty statements for staff positions within the Branch.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

- | | | |
|----|---|---|
| 5% | M | Responds to requests for information on Departmental high-technology projects. Serves on the Departmental History Preservation Committee per Deputy Directive 58 and performs special analytical projects as necessary. |
| 5% | M | As Information Practices Act (IPA) Coordinator, advises and directs staff concerning the IPA and Americans With Disabilities Act (ADA) guidelines. Coordinates the processing of IPA requests; interacts with the public, i.e. law firms, Attorney General's Office, District Attorneys, etc. |

¹ESSENTIAL 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 EXERCISED OVER OTHERS

The SSM I directly supervises two Associate Governmental Program Analysts, three Staff Services Analysts and one Office Technician and provides functional guidance to an onsite forms consultant. The position also functionally oversees a network of Division and District Records Officers and a similar network of Forms Officers. Functional control includes: assuring that each area has a current records retention schedule; providing information on new laws and regulations regarding records and forms management; approving all equipment and automated records systems; monitoring records storage and advising how to protect vital records; solving records management and forms problems; providing microfilming services to the districts; and ensuring compliance with applicable laws.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of the Department's mission and goals. Must have knowledge in basic supervision practices and Department policies. This position requires knowledge of principles and modern methods of public and business administration, administrative analysis, principles of general office management, computer terminology, modern office methods, the disciplinary process and labor relations procedures. Must be able to recommend policies and guidelines, which will provide a framework for all levels of the Department to develop an effective management process. The incumbent must also have a good working knowledge of all laws and regulations related to records management, including the California Public Records Act, the Information Practices Act, the Americans with Disabilities Act, the State Administrative Manual, and departmental policies and procedures. Must have a working knowledge of records and forms management theories and techniques in the areas of records retention, archival storage, retrieval and dissemination of data, microfilming, and electronic forms. Must also be aware of recent advances in records and forms management technologies such as computer-assisted retrieval, electronic forms systems, and optical disks. The incumbent must keep apprised of recent advances and new technology in the preservation of vital records, including microfilm/microfiche, digital and electronic storage.

The incumbent must have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve managerial problems and develop and evaluate alternatives. The incumbent must have the ability to plan, organize and prioritize complex and sensitive assignments/projects, analyze and develop recommendations for management and/or control agency staff. The incumbent must have the ability to present ideas and information effectively both verbally and in writing; communicate effectively with all levels of management, employees, vendors, contractors and the general public; consult with and advise management on issues. The incumbent must have the ability to interpret and apply rules and procedures; make sound decisions in critical situations. The incumbent must have excellent judgment, a high degree of initiative, and the ability to gain and maintain a high level of confidence and cooperation of others within the Department, external control agencies and various special interest groups.

The incumbent must have the ability to work cooperatively with people both in person and through telephone communication; collect, develop, categorize, maintain, and summarize information to present clear and concise correspondence, instructions, reports and technical analyses; and have an aptitude for using automated office equipment, personal computer and database software programs.

This position will be responsible for complex problem solving for all aspects of the Records and Forms Management, and Commute Management, including evaluating the overall efficiencies, and recommending any improvements. The incumbent must be proficient in all aspects of completed staff work and analytical skills.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The SSM I is responsible for ensuring efficient and effective management of records, forms and microfilm. The quality of work performed by this position will affect how quickly the Department can take advantage of the recent high-tech advantages in the area of records, forms, and micrographic management. These systems can significantly reduce the thousands of hours the Department now spends looking for and reconstructing lost or misplaced records, forms, and/or microfilm as well as avoiding lawsuits and loss of revenue due to poor record keeping. The loss or premature destruction

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

of records can result in work delays, withholding of federal funds and the inability of the Department to defend itself in lawsuits. Errors in judgment, decisions or recommendations may have a direct, adverse impact on departmental programs, which could cost the State substantial money, time and inconvenience. The consequence of errors includes delays and increased costs, betrayal of public trust, embarrassment to the Department, criticism of the Department and possible lawsuits against the Department or Department personnel.

PUBLIC AND INTERNAL CONTACTS

This position involves regular communication with Records and Forms Officers from Programs and Districts statewide and all units with complex records and/or forms and micrographic management problems. Coordination and consultation with the DGS and Secretary of State's Office is vital to the smooth operation of the Records and Forms Management program within the Department. Contacts will include branch and office chiefs and all levels of management, DGS, Secretary of State, other State agencies, Legal, general public and various outside vendors.

As a representative of the State of California and the Department, the incumbent must always be cognizant of his/her actions, how those actions are viewed and must always conduct himself/herself in a courteous and professional manner at all times.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position requires sitting for prolonged periods more than 10 minutes at a time and utilizing a computer keyboard and monitor for prolonged periods. This position requires the ability to multi-task, adapt to changes in priorities, focus for long periods of time, and be able to organize and prioritize work assignments. Incumbent must be able to concentrate in order to meet strict deadlines on time.

The incumbent must have the ability to develop and maintain cooperative working relationships; respond appropriately to multiple workload requests and conflicting deadlines. The incumbent must have the ability to resolve emotionally charged issues reasonably and diplomatically.

WORK ENVIRONMENT

The duties of this position are performed in a climate-controlled modern office setting of mixed hard-walled and modular furniture design. The primary work space is in a modular cubicle under artificial light containing computer and telecommunications equipment. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your 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 (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE