

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I	DIVISION/OFFICE/BRANCH Human Resources Office of Statewide Liaison Services	
WORKING TITLE Branch Chief, Northern Liaison Services	POSITION NUMBER	EFFECTIVE DATE

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 general direction of the Chief, Office of Statewide Liaison Services, a Staff Services Manager II in the Division of Human Resources (DHR), the incumbent is physically located in Oakland (District 4) and responsible for overseeing the Human Resources/Transactions Liaison services in the Northern California District Offices – Eureka (1), Marysville (3), Oakland (4), Fresno (6), and Stockton (10). The Branch Chief must demonstrate a positive attitude and a commitment to providing accurate, timely, and quality customer service that exceeds our customers’ expectations, and maintains complete confidentiality.

TYPICAL DUTIES

Essential Tasks

30% The Branch Chief supervises and directs the work of subordinate staff responsible for resolving and/or responding to questions from district management and supervisory staff related to routine personnel/labor relations issues (i.e., FMLA, Reasonable Accommodation, service of adverse actions and scheduling of Skelly/Coleman hearings, the various phases of the State’s progressive discipline process, etc.), as well as questions from employees related to benefits, pay and leave balances, retirement, and any other benefit-related personnel matter. Provides guidance and ensures staff is knowledgeable and skilled in their respective job duties so that quality customer service is provided at all times. Identify and determine performance standards by which staff can be evaluated so that the goals of the division and the department are met. As necessary, regularly communicate with other DHR work units (i.e., Classification and Hiring Services, Examinations, Transactions Services), as well as Labor Relations and the Office of Discipline Services, to ensure consistent work practices among District Liaison staff.

25% The Branch Chief independently consults with district managers/supervisors on the more complex, sensitive personnel issues, and develops and recommends an appropriate course of action. Assists staff when advising managers/supervisors to define issues clearly and develop a range of alternatives and a variety of appropriate solutions on topics that may include but are not limited to progressive discipline, proposed reorganizations, examination needs, classification and hiring issues, benefit administration, return-to-

work, workers' compensation and reasonable accommodation. Consult and advise district management on identifying long and short-term personnel/organizational needs to meet program goals and objectives.

- 15% The Branch Chief oversees and assists staff with the development and presentation of training programs on various human resources topics designed to assist District managers and supervisors effectively perform their job duties. Training will be conducted regularly and routinely in each District Office regarding personnel procedures and supervisory responsibilities to ensure that existing and newly appointed managers and supervisors are aware of the most current DHR processes and information.
- 15% The Branch Chief ensures that the Liaison staff provides adequate support at the District level to the DHR Examination Program by working closely with the Exam Managers/Analysts on scheduled exams. Provides routine direction to staff on civil service rules and regulations regarding the administration and security of exams, and enforces the written guidelines set forth in the Caltrans Examination Security Procedures for Liaisons. As required, ensure that staff takes full responsibility for the security of exam-related materials and maintains complete confidentiality in order to maintain examination integrity, and minimize delays in the examination process. When necessary, participate as Chairperson on Qualifications Appraisal Panel (QAP) interview examinations and serve as a back-up Chief Proctor on Managerial Selection Process (MSP) examinations and non-MSP examinations. The Branch Chief may be required to travel to other district offices as needed to assist with the administration of exams and/or other DHR functions.
- 10% The Branch Chief promotes the goals and objectives of the Department by guiding staff in the interpretation of Federal rules and regulations, departmental and division policies and procedures, State Personnel Board and CalHR rules and regulations, and workers' compensation laws and statutes; ensures hiring practices are fair and consistent and done in accordance to State and Federal laws; and ensures District Liaison staff maintain confidentiality in the performance of their job duties.

Marginal Tasks

- 5% The Branch Chief may independently perform and/or participate in human resources/management projects, which have departmental impacts; and may act as Office Chief overseeing the entire program statewide in the absence of the Office Chief.

SUPERVISION EXERCISED

Directly supervises DHR staff in the Northern District Offices, which consists of five (5) Associate Personnel Analysts and three (3) Personnel Technicians; may provide functional oversight to additional associate-level analysts and/or personnel technicians performing DHR functions yet supervised by district staff in remaining Northern California offices.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of the Department of Transportation's (Caltrans) organization and functions, the relationship between Caltrans and the various control agencies, particularly the State Controller's Office (SCO), the State Personnel Board (SPB), and California Department of Human Resources (CalHR). The Branch Chief must understand the principles of effective supervision and personnel management; the principles, practices, and trends of leadership, public and business administration, and human resources; and effective communication and customer service, including group decision-making and the motivation of both groups and individuals. Must have the ability to plan, monitor, and evaluate subordinate staff, and promote principles of Equal Employment Opportunity. Must be able to direct staff to provide thorough, completed staff work on human resources related issues in order to meet the immediate needs of operational units. The incumbent needs to understand the relationship between labor relations and human resources/personnel operations, and both the overlapping jurisdictions of human resources/personnel operations, labor relations, health & safety, equal employment opportunity, accounting, budgets/resource management, and legal activities.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Without detailed supervision or review, the Branch Chief makes decisions, provides advice and direction on varied and more difficult personnel management problems and issues of a sensitive and confidential nature, and provides alternative solutions. Poor decisions could result in ineffective attempts by the Department to discipline employees and a loss of management's confidence in the progressive discipline process, as well as severe financial liability to the State. It could also affect Caltrans' ability to pursue effective negotiations with labor unions concerning resolution of punitive and non-punitive actions, and lose the Department's credibility with SPB and CalHR.

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 employees' confidential information may damage the Division of Human Resources (DHR) 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.

PUBLIC AND INTERNAL CONTACTS

The Branch Chief has contact with managers and supervisors at all levels within the district offices, including managers and supervisors in Headquarters programs and DHR, employee representatives (e.g., union representatives, personal attorneys, etc.), and staff at various control agencies.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Must be able to use a computer and various computer programs in the day-to-day execution of job duties, and sit for prolonged periods of time. Must have the ability to organize and prioritize workloads under extreme deadline situations. Must be able to develop and maintain cooperative working relationships with all levels of staff and provide quality customer service. Must be open to change and new innovations, and be able to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles, as well as create a work environment that encourages creative thinking and innovation. Must be able to sustain mental activity required for problem solving, analysis and reasoning. Must be able to recognize emotionally charged issues, problems, or difficult situations and respond appropriately, tactfully, professionally, and maintain complete confidentiality. Must understand the importance of excellent customer service and be willing to develop excellent partnerships with managers, supervisors, and all control agencies. Must be able to work independently and be willing to travel on occasion to other work locations, which may require working outside regular work hours

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office at workstations within cubicles under artificial lighting. Incumbent may also be required to travel to and from offices and field locations throughout Northern California, Headquarters, and the state, and work outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

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 Signature **Date**

Print Name

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

Supervisor Signature **Date**

Print Name