

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Office of Business Management / Claims Branch	
WORKING TITLE Claims Branch Chief	POSITION NUMBER 904-051-4800	EFFECTIVE DATE August 11, 2014 draft

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. Your efforts are important to each member of the team as well as those we serve.

GENERAL STATEMENT:

Under the direction of the Chief of the Office of Business Management, a Staff Services Manager III, the Staff Services Manager I (SSM I) has overall responsibility for resolving all tort claims in the amount of \$10,000 or less in District 4. Incumbent also has overall responsibility to provide legal support services in defending the District in tort liability claims and lawsuits over \$10,000. Directly supervises a staff consisting of professional analytical and clerical positions. Travel is required within the nine Bay Area counties.

TYPICAL DUTIES:

Percentage		Job Description
50%	E	Small Claims Process: Is responsible for the District 4 claims process for tort claims in the amount of \$10,000 or less. Reviews staff work and approves all discovery requests, responses to interrogatories, and requests for production. Oversees staff work to ensure completeness, accuracy and timeliness of responses to such requests.
30%	E	Tort Claims and Legal Division Support: Reviews and recommends action to be taken on tort claims over \$10,000 that occur in the District and are pending before the California Victim Compensation and Government Claims Board. Directs staff to analyze claims requests and facts that are provided by the functional units. Supervises staff in recommending whether the claims should be approved for payment by the Department or whether claims should be tendered to involved contractors. Serves as a liaison with the Legal Division and directs staff to provide support when requested. Ensures that staff keep accurate records and track trends or potential for future claims as a resource to legal and the functional units.
10%	E	Staff Development and Training: Oversees staff work and develops staff to represent the District in tort actions in Small Claims Court. Develops and trains staff in how to review case history, obtain witnesses, and appear in Small Claims Court. Trains staff in methods of settling cases with claimants where feasible. Develops staff ability to perform legal investigations, such as locating and reviewing as-built plans, special provisions, standard specifications, policies and procedures. Ensures that staff follow records management and records retention policy and procedures for claims documents.
5%	E	California Public Records Act (CPRA): Serves as a reviewer of public records requests. Verifies that requested public records are not related to possible legal action against the State. Ensures that staff determinations related to public records requests are in compliance with the CPRA.
5%	M	Facilitates meetings, makes oral presentations, and prepares comprehensive reports. Participates in the recruitment and hiring process, may sit on interview panel or assist with the application screening process.

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

Supervises various professional analytical and clerical staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Incumbent must be able to analyze claims and emphasize the relevant data to assist the State attorney in presenting the State's case in the most favorable manner possible. Ability to read and understand discovery documents, interrogatories,

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production requests, subpoenas, outside inquiries and other legal documents in order to direct responses to the appropriate units, oversee responses in a timely fashion, and direct necessary action. Ability to act as an intermediary between various programs and provide unbiased recommendations to District management. Ability to consider multiple factors in regards to Departmental goals, growth and projects and how those factors will affect the District's programs over a long-term period. Ability to facilitate meetings, make oral presentations, and prepare comprehensive reports. Ability to organize projects and plans involving a wide variety of different functions. Must have knowledge of relevant Caltrans policies and procedures and familiarity with the State Administrative Manual. Ability to communicate clearly, both verbally and in writing, with all levels of employees. Ability to maintain cooperative working relationships and to compromise. Must be able to exercise patience with the public while protecting the confidentiality of legal files.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to furnish attorneys with timely, accurate and complete information and/or responses can result in sanctions against the Department of Transportation, including adverse judgments and substantial fines. Poor judgment or errors on the part of the incumbent could cost the State substantial money and time and cause inconvenience and project delays, as well as criticism of the Department by legislators, vendors, contractors and the public.

PUBLIC AND INTERNAL CONTACTS

The incumbent works with the Legal Office, District 4 Division of Maintenance, District 4 Division of Construction, Caltrans Headquarters and other Caltrans entities, as well as interacts with and answers questions from the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Mental requirements include sustained mental activity needed for report writing, problem solving, analysis and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects on short notice to meet legal deadlines. Emotional requirements include the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or situations; and acknowledge various responses. Must be able to deal effectively with pressure. Ability to maintain focus and intensity yet remain optimistic and persistent, even under adversity. Behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service. Is tactful and treats others with respect.

WORK ENVIRONMENT

Incumbent will work in a temperature-controlled office under artificial lighting in a high rise building. Will be required to travel to court in the nine (9) Bay Area counties.

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)

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SUPERVISOR (Signature)

DATE