

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager I	DISTRICT/DIVISION/OFFICE 04/External Affairs/Strategic Planning	
WORKING TITLE Equal Employment Opportunity (EEO) Manager	POSITION NUMBER 904-085-4800-XXX	EFFECTIVE revised

As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by being innovative and flexible; reporting to work regularly and on time; 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: In the Equal Employment Opportunity Office, the Staff Services Manager I (Supervisor), serves as the District 04 Equal Employment Opportunity Officer, under the general supervision of the Chief, External & Internal Services (SSM II). The goal of the EEO Officer is to help the Department ensure that no person is excluded from participation in, nor denied the benefits of the Department's programs, policies, activities, and services on the grounds of race, color, national origin, sex, disability, or age. The Equal Employment Opportunity Officer is responsible for the planning, development, implementation, and evaluation of the District's Equal Employment Opportunity Program.

TYPICAL DUTIES:

- 25% (E) **Complaint Processing:** Responsible for oversight of the District's informal discrimination process as it pertains to Title VI and Title VII. Directs E. E. O. staff in the appropriate handling and resolution of informal complaints. Meets with managers/supervisors, office chiefs, division chiefs, Safety Office and Human Resources staff to consider options. Determines the disposition of informal complaints. Advises the District Director on District E. E. O. issues and may represent the District Director at meetings and other public forums. May testify in court and at other legal proceedings as an expert witness on Department and District policy and practice. Counsels Executive Staff and other management/supervisory employees on more complex and/or sensitive discrimination issues. As the District Title VI liaison, provides direction to District staff and assigned Division representatives. If recommendations for action are beyond district authority, assures that Title VI and Title VII complaints are sent to H.Q. for processing.

- 25% (E) **Counseling:** Provides information and counsels managers and supervisors. Directs E. E. O. staff and assists them in advising rank and file employees on a variety of E.E.O. related issues, including but not limited to informal discrimination complaint process, sexual harassment, Americans with Disabilities Act (A.D.A.) compliance, and Title VI Program and compliance. Makes policy recommendations to management. Provides oversight and assistance to qualified, disabled persons in compliance with the A.D.A. and the Fair Employment and Housing Act (F.E.H.A.), including coordination and leadership of the A.D.A./Section 504 Program, the District's A.D.A. Committee, and the District's Disability Advisory Council (D.A.C.).

- 20% (E) **Training and Special Programs:** Oversees State and Federal-mandated training in the areas of Sexual Harassment Prevention and Diversity Awareness, American with Disabilities (A.D.A.) Act, Title VI and other Civil Rights laws. Participates in the New Employee Orientation and New Supervisor Workshop by providing training on Departmental E.E.O. Policies. Oversees planning and recruitment for internal and external programs (i.e. Volunteer and/or Student Assistant Employment, Volunteer and Mentors Program, Diversity Awareness Day, Disability Awareness Day and employee recruitment fair.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information call (916) 654-6410 or TDD (916) 654-3880 or write Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

15% (E) **Recruitment:** Responsible for the District's involvement with special school activities (i.e. Career Fairs, the Garrett Morgan Symposium, and Adopt-a-School Program). Develops working relationships with college and university, high school and middle school leadership. Negotiates contracts when District or Department commitments are made.

15% (E) **Upward Mobility/Equal Opportunity:** Provides technical assistance and guidance to managers and supervisors by suggesting appropriate EEO-related questions, and clarifying EEO issues that are raised in the interview process. May participate on interview panels and review screening criteria to ensure appropriateness and equitable application in the selection process.

SUPERVISION EXERCISED

Incumbent receives broad, general guidance from the Chief, External & Internal Services. The incumbent is expected to act independently on most matters, including complex, sensitive issues.

SUPERVISION EXERCISED OVER OTHERS

This position directly supervises one (3) Associate Governmental Program Analysts, and one (1) Staff Services Analyst.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The Incumbent must possess excellent verbal and written communications skills, and the ability to work directly with Department and District management as well as congressional, state and local officials and private citizens. Incumbent must possess knowledge of Title VI, Title VII, and A.D.A. policies and regulations. Must have a thorough knowledge of the Department and District's goals, objectives and programs relative to E. E. O. and A.D.A. regulatory compliance. Must possess the ability to translate technical and regulatory information into terms easily understood by District employees. Must possess a working knowledge of personal computers and the Microsoft Office suite of products, as they relate to measuring, evaluating, and reporting District performance against Department compliance goals and objectives.

Must be able to work independently, and communicate effectively in both written and oral forms. Must be able to analyze and evaluate, and reason logically. Must be able to deal tactfully with all parties, negotiate effectively, and make timely decisions.

The incumbent must possess strong analytical skills, with an emphasis on the ability to comprehend and apply a wide range of analytic principles to a broad range of issues. The incumbent must be able to review pending and new legislation or state and local policies, in order to identify changes that will impact the District E. E. O. program. Once identified, the incumbent must be able to develop recommended actions, strategies, and local operating procedures and policies in response to legislation and new policies.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent will have responsibility for the planning, development, implementation, and evaluation of the District's Equal Employment Opportunity programs. Errors in decision-making by the incumbent could result in the Department being exposed to significant lawsuits, potential monetary loss and in the worst-case removal of delegations and sanctions from the Federal regulatory bodies.

Failure to develop and implement appropriate solutions or courses of action, as well as failure to appropriately interpret and apply pertinent laws, regulations, and guidelines, could result in adverse effects on the District and the Department. Such effects could include, but would not be limited to, class-action lawsuits against the District and/or the Department, adverse publicity, employee grievances, loss of federal funds and decreased District productivity.

PUBLIC AND INTERNAL CONTACTS

Effective communication with all employees at all levels within the District and Department Headquarters is essential. Primary clients are supervisors and managers. Effective communication with community leaders, regulatory and other agency representatives, and educational representatives is also essential.

Meets regularly with members of the District Executive staff, Office Chiefs, and Project Managers to convey information regarding E. E. O. program requirements as well as recommended actions to resolve sensitive issues. Incumbent must be prepared to respond to individuals from various backgrounds and cultures.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

This position can occasionally involve stressful, interpersonal conflict situations, demanding situational management and mediation skills. Some travel within the District and State is required.

WORK ENVIRONMENT

This is an office job with some travel. Incumbent will be required to travel to EEO related meetings and training, as warranted. Must be able to use a computer for at least ½ of a typical work day. Normal work shift is Monday-Friday, 8:00 a.m. to 5:00 p.m. A 9/80 schedule will not be approved for this position.

*I have read and understand the duties listed above and can perform them with without reasonable accommodation.

STAFF SERVICES MANAGER I

DATE

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

CHIEF, INTERNAL & EXTERNAL SERVICES

DATE

**Please indicate whether or not you require reasonable accommodation by checking either with or without, in the above sentence. If you require reasonable accommodation, you must provide medical substantiation prior to your established employment start date.*

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