

Proposed

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE	DISTRICT/DIVISION/OFFICE	
Staff Services Manager I	04 / Maintenance / MTBE - Toll Collection Services	
WORKING TITLE	POSITION NUMBER	EFFECTIVE
Staff Services Manager I	904-609-4800-xxx	December 2014

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; 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 general direction of the Staff Services Manager II, the incumbent is physically located at SFOBB Toll Plaza in Oakland (District 4) and responsible for managing and directing the administrative staff for the District 4 Maintenance – Toll Operations Program and a Toll Captain. Incumbent will be responsible for the budgetary management, tracking, and reporting of the Toll Collection Program consisting of an annual BATA Reimbursed funded budget of \$21 million and \$500K Operating Expenses. The incumbent will perform difficult and complex analyses and interact with external agencies and Headquarters Divisions.

TYPICAL DUTIES:

Essential Tasks

60% (E) For Toll Operations, monitors and controls expenditures during the year to ensure compliance with budgetary and staffing allocations. Reviews and authorizes expenditures for service contracts, material, and other operating expense items in excess of \$2,000. Ensure proper accounting coding for expenditures. Ensures proper encumbrance for the payment of future obligations. Ensure personnel years (PYs) and allocations are not exceeded or underutilized. Resolves payment of bills issues with all parties. Oversee the procurement process. Oversees and monitors the hiring process. Oversee the training process. Develops strategic alternatives in times of budgetary shortages and advises executive management on remedies to resolve the potential shortfall. Recommends actions to executive staff on a routine basis, biweekly meetings and as needed on all related issues and makes decisions that affect operations. Handles and resolves difficult technical and administrative issues in connection with the budget. Coordinates with management to develop staffing plan and organizational framework, including People on Board and vacancy statistics for the Toll Operations Program. Identifies potential allocations shortages or overages in the various categories of expenditures and requests and justifies adjustments of budgetary allocations to balance needs via Action Change Request (ACR) participates in justifying needs for Budget Change Proposals (BCP). Directs,

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oversees and reviews all Caltrans toll collection staff's work for SFOBB, evaluates staff's performance and approves time sheets; reviews all surveillance activities. As direct line supervisor, reviews reports, supervises enforcement of Toll Collection Policies & Procedures, chairs toll collection meetings, evaluates and reviews performance of staff, takes or recommends appropriate corrective actions may recommend Adverse Action as appropriate. Acts as second level review on grievances.

- 10% (E) Coordinates with Bay Area Toll Authority (BATA) staff on all budgetary issues regarding the funding for the maintenance of the toll bridges and the collection of the bridges tolls. Coordinates with external auditors, Department of Finance, CPAs, and other audit agencies in the audit of the Division of Maintenance fiscal records.
- 10% (E) Coordinates with various Headquarters divisions, the Bay Area Toll Authority (BATA) and District managers to develop and allocate the resources (Personnel and Operating Expenses) to the toll bridge operations division. Additionally, the incumbent coordinates with executive staff to develop the yearly work plans and Maintenance Performance Contract for Level of Service goals as related to toll operations and day-to-day activities.
- 10% (E) 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-Position 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. Approve employees' timesheets. Prepare and implement IDPs. Advise staff on usage of the Learning Management System (LMS).
- 10% (E) Prepare reports and presentations representing Toll Operations before Caltrans Management, BATA, Metropolitan Transportation Center (MTC), and the public.

SUPERVISION EXERCISED OVER OTHERS

This position supervises a staff of nine consisting of: Associate Governmental Program Analysts, Staff Services Analysts, Office Technicians, and a Toll Captain (SFOBB).

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: the State's, Department's, Division's, and District's budgetary principals, fiscal process and goals, the principals, practices, and trends of governmental budgets, management

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analysis, accounting principles and practices, and purchasing and contracting out principals and practices, the hiring process and related procedures, training procedures, and supervisory practices and procedures.

Ability to: direct staff in all areas of responsibility, analyze and evaluate highly complex budgetary policies and procedures to develop courses of actions, evaluate voluminous amount of financial data and develop conclusions and courses of actions within a short response timeframe, present budgetary information and data effectively both orally and in writing to internal departmental staff and outside agencies and organizations, comprehend the diverse issues affecting the Maintenance/Toll Operations Program, establish and maintain a cooperative working relationship, be self-reliant and take independent actions as needed to resolve issues.

Ability to use the personal computer with these software applications: Windows, Excel, Word, Access, Power Point, Org. Plus, and MS Outlook.

CONSEQUENCE OF ERRORS/REPONSIBILITY FOR DECISION

The incumbent is Toll Operations Staff Services supervisor for budgetary, fiscal, computer services, hiring of personnel, and training; therefore incumbent is accountable for these decisions and their impact upon the Division of Maintenance's effectiveness. Errors in judgment can cause a major negative impact on the toll operations program. The end result of errors may result in delaying the traveling public and in some case may cause injuries or possibly deaths due to unsafe highways or bridges.

PUBLIC AND INTERNAL CONTACTS

The incumbent has extensive personal contact within the District Division of Maintenance, Headquarters' Division of Maintenance, and various operational district divisions. His/her contacts are with many levels from Deputy District Director of Maintenance down to entry level to assure effective handling of Maintenance and Toll Collection functions. Whenever recommendations must be made and plans formulated in determining the distribution of limited resources, the incumbent's contacts are often complex and sensitive in nature. Whereas each entity is involved in promoting its own programs and opinions, the incumbent must be able to communicate genuine concern for these positions without losing sight of the overall program goals, mission, and objectives.

Public contacts are with the BATA, Department of Finance Auditors, and Certified Public Accountants concerning historical and planned maintenance expenditures. This position acts as the focal point for all internal and external audits of the toll collection program.

WORK ENVIRONMENT

The incumbent will work in a climate controlled office under artificial light. Incumbent may also required to travel to off-site locations for meeting.

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PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long period of time using the keyboard and video display terminal.

I have read and understand the duties listed 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

DATE

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

SUPERVISOR

DATE