

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE STAFF SERVICES MANAGER I	OFFICE/BRANCH/SECTION Office of Business Management/Facility Operation Unit	
WORKING TITLE Facility Operations Manager	POSITION NUMBER 907-035-4800-xxx	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 the general direction of the Chief of Business Management, a Staff Services II, the incumbent is responsible for managing the Facility Operation Unit, providing supervision in the planning, directing, and oversight of the District Office, and several Field Offices, in their operation, maintenance, and repairs. This position requires a team player attitude, excellent interpersonal and communication skills, attention to detail, and project coordination skills. As travel is required in this position, a valid Class 'C' Driver's License if highly desirable.

This duty statement is intended to describe the duties most frequently performed by an individual in this position, It is not intended to be a complete list of assigned duties but to describe a position level.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	Plans, organizes, directs, monitors and oversees the work of staff responsible for all aspects of facilities including: building maintenance, grounds keeping, employee ID's and visitor badges, conference room coordination, heating, ventilating, and air conditioning (HVAC), electrical, plumbing, waste disposal and recycling, response to facilities emergencies after regular work hours, maintenance of property management, security operations. Provide functional oversight to Security and Department of General Services staff. Develops and prepares the Annual Facilities Operations Support Budget and reports monthly on expenditures. Provides comprehensive oversight on Department of General Services (DGS) Preventative Maintenance and Building Operations.
30%	E	Supervises staff in the facility unit to ensure all requests and complaints are logged into the Help Desk Ticket Request (HEAT) system accurately, follow up on and ensure the work is completed to satisfaction. Reviews DGS invoicing and ensures DGS charging to the Department of Transportation is accurate. Ensures adequate space is available to District employees and tenants. Oversees Filming activities in the building, the district Wellness Center, gathers and maintains various reports, develops Requests for Proposals for contractor services and recommends amendments to and administers vendor contracts as required and prepares related reports, applicable contracts and service agreements and attends all relevant meetings.
20%	E	Collaborate with the Health and Safety Unit during emergency evacuations. Ensure building operations comply with Leadership in Energy and Environmental Design (LEED) Certification requirements.
10%	M	During periods of their absence, provide assistance for Office Chief and other managers in the unit. Perform other related duties as necessary.

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 currently provides direct supervision for Associate Governmental Program Analysts (AGPA), Staff Services Analyst (SSA), and Property Controller II.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The Staff Services Manager I must be knowledgeable in the principles of supervision and management, business administration, State Administrative Manual, Department of General Services practices and procedures and Departmental policies and procedures as they relate to Facility Operations and Maintenance. The incumbent must have

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

the ability to analyze situations and adopt an effective course of action; to make sound decisions and recommendations; to communicate effectively with all levels of management, the public, vendors, members of DGS, Security Guards and other agencies, and to effectively select and train employees as well as to direct and evaluate their job performance.

Ability to: communicate ideas and information verbally, and in writing, in a clear and logical manner in English; make presentations and provide training to small and large groups; reason logically and use good judgment; use tact and diplomacy when dealing with employees and management; develop and maintain good working relationships under adverse circumstances; analyze material and information and determine what information is necessary to resolve an issue; think creatively; maintain confidentiality; maintain a neutral, objective stance when processing complaints and assessing situations; invoke and maintain trust of management and employees; work in a positive, professional manner with peers and external partners; be a team player; have good interpersonal skills. Be flexible.

Assist to develop technically sound alternatives and solutions, which may include developing new approaches, district policy, and procedural changes.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Failure to effectively perform any of the services assigned to this position would result in loss of productivity for the District workforce, with corresponding financial loss to the state and potential negative impact upon the public. Failure to comply with statute, State and Departmental policies could lead to restrictions on the authority of the District to use certain services.

PUBLIC AND INTERNAL CONTACTS

There is contact with headquarters and District personnel of all levels; public contact with vendors and personnel of cities, counties, state and federal agencies. Contact will be through verbal, and written communique.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The Staff Services Manager I must be able to review, evaluate and analyze all data and reports submitted from all Divisions within the Department; must be able to interpret laws and legal documents; and be able to study, analyze, and recognize patterns of behavior in individuals. Ability to work on a keyboard; manual dexterity; sitting for long periods; lift at least 25 lbs with no restrictions, ability to develop and maintain cooperative relationships; deal with pressure and focus for long periods of time. Must grasp the essence of new information and master new technical and business knowledge as the need occurs. May be subject to and have the ability to handle irate customers in a calm manner and resolve emotionally charged issues reasonably and diplomatically. Must be open to change and new information; adapting behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Behave in a fair and ethical manner toward others, demonstrating a sense of responsibility and commitment to public service. Values cultural diversity and other individual differences in the workforce. Ensures that the organization builds on these differences and those employees are treated in a fair and equitable manner. Employee must be able to concentrate in order to review and create documents and meet strict deadlines at times. Employees must be able to think creatively and take initiative in performing their tasks. Be able to think "outside the box".

Employee may be required to travel in state, for meetings, conferences and mandated training classes.

WORK ENVIRONMENT

While at the base of operation, employee will work in a climate-controlled office under artificial and natural lighting.

Employee will work in workstations within shared office space. Working hours will be set between the hours of 7:00 a.m. and 6:00 p.m. Monday- Friday, 5/40 schedule.

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)

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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
