

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

09-6-076

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION District 9 Administration	
WORKING TITLE Resource and Business Services Manager	POSITION NUMBER 909-001-4800-003	EFFECTIVE DATE

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 Deputy District Director of Administration, the Resource and Business Services Manager is responsible for leadership, management and direction of the Resource and Business Services functions for the District. These functions include; Budget Allocation and Monitoring, Position Management, Project Control, Certification of Funds and Encumbrances, Property Control, Personnel Operations and Transaction Services, Reprographics, Training and Workforce Development, Equal Employment Opportunity, Clerical Support and Cashiering for all programs in District 9.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
50% E	Manage and direct the functions and activities for the various programs within the Resource and Business Services unit. Evaluate and establish program goals, objectives, strategies, work programs and action plans. Supervise, set priorities and assign work for a multidisciplinary team of staff including Office Technicians, Staff Service Analysts, and Associate Governmental Program Analysts, engaged in providing support to the District in the areas of: Human Resources, the District 9 Budget Office, Equal Employment Opportunity, Training and Workforce Development, Reprographics, Procurement Management, Property Control, Cashiering and Mail Services. Recruit, hire, and maintain trained staff structured to efficiently carry out the objectives of the programs and provide quality service and a safe working environment to our customers.
20% E	Responsible for the development and monitoring of the budget for all programs in the District, providing funding level and project information to Headquarters' Divisions. Coordinates preparation of AMS Advantage documents and AMS Info Advantage reports for all district programs.
10% E	Responsible for identifying and implementing improvements for all divisions within the Resource and Business Services unit. This encompasses coordination with district management, Headquarters' Divisions of: Administration, Finance, Business and Economic Opportunity and Equal Employment Opportunity.
10% M	Serves as the CalCard Liaison for the District. Responsible for training and disseminating information to all CalCard holders and Approving Officials district wide regarding changes to the calcard process and procedures. Attends monthly Liaison meetings with HQ Department of Procurement and Contracts, maintains all calcard conflict of interest forms and training information for cardholders and approving officials; ensures all calcard audit findings and process improvements have been implemented for the district.
10% M	Participate in discussions and solution analysis, providing input on recommendations affecting the entire Administration group, with particular emphasis on the Resource and Business Services functions. Review statistics, maintain records and create reports for District management as requested, and make recommendations regarding security, resource management, personnel, position management, and project control improvements and other areas of responsibility in achieving departmental policies and goals. Accept responsibility for the duties performed by the

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Deputy District Director of Administration and Facility Manager when delegated.

ESSENTIAL 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 Staff Services Manager I directly supervises and manages a multi-disciplinary staff with a degree of difficulty in duties ranging from routine to complex, including Associate Governmental Program Analysts, Staff Service Analysts and Office Technicians. Provide contract oversight to security contract personnel. Monitor staffs' performance and provide feedback.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Requires a broad knowledge of all administrative activities, laws, rules, policies, and procedures affecting the full range of administrative functions and organizations, including a working knowledge of budgeting, the analysis process, AMS Advantage, AMS Info Advantage and Data Link financial systems, personnel management, business management, modern technology and its application in the Department, and the strategic planning process

Requires knowledge of the Equal Employment Opportunity policies and the supervisor's and manager's roles and responsibilities. Position requires a general knowledge of all other functional areas within Administration, the District, and the Department.

Must have the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject matters; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively; establish and maintain project priorities; and, develop and effectively utilize all available resources.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent has general management responsibility for resources (dollars, staff, facilities, real and personal property) and program support administered in the District. The incumbent's decisions typically affect all District organizations and functions. Errors in judgment could result in the organization being exposed to internal complaints and grievances, external criticism, embarrassment to the Department, and liability from lawsuits. Errors in performance could result in erroneous budget allocation and/or projections leading to inefficient use of public monies.

PUBLIC AND INTERNAL CONTACTS

The incumbent independently consults with and advises other employees, at all levels, on the technical services available within the Resources and Business Services unit. Serves as a liaison with various district and headquarters functional units, and state agencies. Must handle the more difficult queries from the public and must project competence, integrity and customer service orientation in these dealings.

The incumbent must have the ability to develop and maintain cooperative working relationships; remain composed and respond appropriately to difficult situations; recognize emotionally charged issues or problems, cope effectively with various responses, and apply sound judgment in problem solving.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be physically able to sit at a desk for long periods of time, writing, talking on the phone, checking emails or inputting data on a computer in a climate-controlled office under artificial lighting, and attending both on-and-off-site meetings. Must be able to travel within the District and an occasionally to other parts of the State, and able to do some fieldwork

WORK ENVIRONMENT

This position requires the majority of work to be done in a typical office setting with fairly constant temperatures. Moderate travel may be required within the district, as well as occasional trips to other parts of the State, to attend

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various meetings, conferences or seminars and some exposure to outdoor climates and elements.

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)

Emilie S. Carter, SSM II Manager

SUPERVISOR (Signature)

DATE