

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE BRANCH/SECTION District 10
WORKING TITLE Chief, Administrative Services	POSITION NUMBER 910-001-4800-001
	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:

As Chief of the Office of Administrative Services, incumbent has overall responsibility for the supervision of employees performing a wide range of administrative functions. These functions include: Training, Small Business, Equal Employment Opportunity, Legal/Claims, and Cooperative Agreements. Incumbent establishes internal policies, procedures, and implements same to ensure activities are performed consistent with departmental program needs, policies and guidelines. Ensures timeliness of service and project delivery to customers. Fosters a team environment and promotes a high performing culture. As the Chief, responsible for ensuring a respectful workplace free of discrimination and sexual harassment.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
65%	E	Provides leadership, direction, and strategic thinking to the Equal Employment Opportunity (EEO) Program, District Legal/Claims Office, Training, Small Business, and Cooperative Agreements ensuring that all services are provided in a timely, accurate, and professional manner and that Departmental goals and objectives are met. Provides guidance to managers and supervisors. Make recommendations to management on EEO, District Legal/Claims Office, Training, Small Business, and Cooperative Agreement issues.
20%	E	Works with Sacramento Legal Division to handle the most difficult and sensitive matters. May represent the department at Small Claims Court or perform other activities in support of the legal department. Oversees the California Public Records Act function for the district. Oversees the development of new training classes to fit the District's needs. Oversees various EEO and small-business-related events and workshops.
10%	M	Works with the Deputy District Director, Program/Project Management, Project Managers, HQ Staff, Legal, and local entities to ensure cooperative agreements meet department standards and those of our partners.
5%	E	Attends Management and Supervisory Meetings.

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

Directly supervises a staff of professional administrative analysts and clericals.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must demonstrate ability to: analyze and solve the most difficult problems within the branch; develop technically sound alternatives and solutions to all issues/problems, develop new policies, procedures, organization changes or revisions; convey ideas and thoughts clearly and logically, both orally and in writing; and negotiate and discuss various technical subject matter with staff, headquarters, general public, small business vendors and contractors, and other governmental agencies.

Must possess knowledge of the laws, principles, practices and trends of training, budgeting, public administration, department policy, current management and supervisory principles, and all pertinent laws, rules and MOU, general office procedures, computer terminology, principles of accident prevention and safety practices. Must understand the principles and practices of employee supervision, development and training. Must have the ability to develop an effective team of

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

subordinates to provide support services to the District, headquarters, vendors, small businesses, and the general public. Must be able to establish guidelines and controls to assure that activities are being effectively accomplished. Must be an effective team member, and must be able to communicate well both orally and in writing. Must effectively contribute to the Department's Equal Opportunity objectives and Mission, Vision, and Goals. Must have working knowledge of Torts, Claims, and California Public Records Act, OBEO goals and skills to achieve goals; cooperative agreements and their process.

Must possess the following analytical requirements: analyze and identify problems related to project and program delivery, changing legislation, departmental policies and program requirements. Must be able to develop action plans to mitigate these types of situations. Must be able to reason logically and creatively and utilize a variety analytical techniques in developing solutions to complex problems. Must be able to develop and evaluate a variety of alternatives when faced with management challenges and be able to prepare and present findings and recommendations.

Must be able to communicate with team members and other parties. Must be open to giving and receiving feedback.

Must possess listening skills.

Must demonstrate ability to convey information and communications in writing and orally. Must possess skills to express ideas clearly, concisely, relevantly, and accurately. Must be proficient with developing and delivering presentations.

Must possess interpersonal skills to handle sensitive situations leading to effective solutions, open discussion, and agreements.

Must possess active listening skills and ability to create and open communication environment. Must have the skills to deal effectively with others in antagonistic situations.

Ability to resolve conflicts and knowledge to know when to escalate issues.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent is responsible for ensuring that all transactions within the Office of Administrative Services meet legal requirements and are within appropriate delegations. In addition, incumbent is responsible for implementing policy, establishing work priorities and training employees in the units under his/her supervision.

Inappropriate decisions and recommendations can have a direct, adverse impact on the departmental program which could result in the loss of effectiveness in those programs and may have a negative impact on the public's view of the department. Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a part of management, must maintain excellent working relationships with internal and external contacts.

PUBLIC AND INTERNAL CONTACTS

Extensive daily contact with staff in the District, Headquarters, other districts, small businesses, vendors and the public. The quality of contacts made by this position can influence attitudes towards the District.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to determine and execute an effective course of action while under pressure. Must be able to present self and the department in a professional manner.

Must be able to organize and prioritize large volumes of work in a variety of settings, areas, documents and tasks.

Must be able to sit and/or stand for long periods of time and perform tasks utilizing a personal computer and telephone.

Requires interaction with people at all levels of the organizations, and the public. It is important to develop good working relationships and work with all in a cooperative manner.

Requires ability to resolve emotionally charged issues reasonably and diplomatically.

Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

Must be able to create a work environment that encourages creative thinking and innovation.

Must be able to recognize sensitive and confidential situations and materials and act appropriately.

WORK ENVIRONMENT

While at their base of operation, the employee will work in a climate-controlled office under artificial lighting using a keyboard and computer monitor. However, due to unexpected heating and air conditioner problems, building temperature may fluctuate. May be required to sit and/or stand for long periods of time. Occasional travel may be required. Possession of a valid driver's license and current defensive drivers certification are required.

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)

SUPERVISOR (Signature)

DATE