

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager I	Division of Traffic Operations Office of Budgets and Administration	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Chief, Administrative Services Branch	913-350-4800-917	

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, Office of Budgets and Administration (Staff Services Manager II), the incumbent serves as the Administrative Services Branch Manager. The incumbent is responsible for providing personnel, procurement, out-of-state travel, equal employment opportunity, progressive discipline, facility, space planning, wireless communication, training, safety and clerical services to over 200 employees in the Division of Traffic Operations (Division). The incumbent manages the statewide Traffic Operations fleet and provides statewide position control.

TYPICAL DUTIES:

Percentages

Essential (E)/ Marginal (M)¹

Job Description

- 30% (E) Supervise and direct the work of professional and clerical staff providing administrative support to the Division. Establish and communicate unit goals and priorities. Provide feedback to staff to aid their professional development and to ensure performance objectives/standards are met by monitoring work assignments. Manage the performance of all administrative services functions including, records and forms management, health & safety, non-technical training coordination, space planning, facilities, out-of-state travel, property control, conflict of interest filings, procurement, telecommunications, vehicles, employee awards, student assistants, mail room, payroll and other administrative and clerical services. Oversee the division purchase process and review and approve purchase requests. Serve as a Calcard Manager and authorize Calcard purchases
- 25% (E) Hire, develop, train, and supervise administrative staff to provide administrative support to the Division of Traffic Operations. Provide staff the tools and training needed to perform their assigned duties successfully. Schedule work assignments, establish priorities, and direct the work of staff making adjustments as necessary due to changing priorities.

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.

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Provide feedback on job performance to staff through the regular monitoring of their productivity and work load. Prepare timely probation reports and Individual Development Plans, provide training opportunities, and develop plans to build strengths and close performance gaps. Address performance issues, as needed.

25% (E) Serve as the liaison and Division consultant to managers and supervisors on confidential and sensitive matters involving labor relations, equal employment opportunity, reasonable accommodation, employee discipline and workers compensation.

15% (M) Supervise staff responsible for Personnel Action Request (PARF) and Action Request Form (ARF) documentation, PARF log, vacant position tracking, monthly activities report, out-of-class assignments, leave of absence requests, personnel management, and position management. Provides oversight to ensure proper and timely handling of personnel issues; interpretations and guidance to the Division management regarding classification allocation guidelines and classification specifications; and creating appropriate managerial and supervisory ratios to rank and file.

Supervise the hiring process for headquarters including VPOS ads, processing job applications, advising hiring managers on the hiring process. Oversee staff assisting hiring managers to schedule interviews, escort candidates, appoint the successful candidate, and send letters to unsuccessful candidates.

Oversee the development and modifications of the Division's staffing plan to accuracy reflect the authorized positions and current employees. Ensures organizational changes are consistent with classification principles and management direction.

Oversee position management drills and the development of 607 justifications. Oversee the most complex and sensitive human resources issues to ensure the Division is in compliance with human resources policies and procedures

5% (M) Provides technical and administrative support to the Chief, Office of Budgets and Administration (SSM II). Serve as acting Office Chief, as needed.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent supervises Associate Governmental Program Analysts, Staff Services Analysts, and Office Technicians (Typing).

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of the Department's mission & vision, goals, Director's Policies and Deputy Directives; Division principles; and Office/Branch functions, procedures and processes is desirable.

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The incumbent must have the ability to communicate effectively with internal managers on complex and sensitive issues. Must have the knowledge of Caltrans, SPB's and CalHR's policies pertaining to personnel actions and issues.

The incumbent must be able to manage multiple tasks and priorities, adjust to priority changes, resolve conflicts and implement changes necessary to maintain schedules.

The incumbent must have extensive knowledge of the Department's administrative functions and processes, human resources, equal employment opportunity, reasonable accommodation, labor relations, and the disciplinary process.

Must have the ability to analyze administrative problems and adopt an effective course of action; develop and implement new procedures; speak and write effectively; and establish and maintain cooperative working relationships with all staff levels. Tact, good judgment and effective interpersonal and communication skills under pressure are essential to this position.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for prompt, independent action in the development of various operations and in developing and maintaining positive working relationships with internal Division managers, district staff, and other departmental staff.

The incumbent is responsible for providing consultative services and administrative support to a large division in an accurate and timely manner by establishing priorities and exercising good judgment. Decisions based on the information provided by the incumbent directly impact the effectiveness of the branch/office/Division in meeting its goals and objectives.

Failure to effectively manage the Administrative Services Branch may jeopardize the Department's procurement delegation, violate policies regarding the proper use of computer and telecommunication devices, and result in overall loss of credibility and efficiency of Traffic Operations Program

Incomplete analysis and poor judgment: 1) leads to strained working relationships with internal and external customers, 2) results in the loss of a state time and productivity, 3) negatively impacts the effectiveness of meeting the customer's needs, and 4) may harm the credibility of the Division. Erroneous or incomplete advice can result in liability to the Department and agents of the Department. The failure to safeguard confidential information from unauthorized disclosure can violate employee's rights.

PUBLIC AND INTERNAL CONTACTS

The incumbent maintains frequent communication and consults with Traffic Operations managers, supervisors and staff. The incumbent coordinates and assists in resolving sensitive and confidential issues with the Division of Human Resources, Labor Relations, Discipline Services Unit and Office of

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Equal Employment Opportunity staff, Office of Business & Economic Opportunity, the Division of Equipment and District staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard and video display terminal. Incumbent must be able to interact with many people in a cooperative manner. Incumbent should be able to deal effectively under pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity. Incumbent must be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

Incumbent must have ability to create and sustain an organizational culture, which encourages others to provide quality of service essential to high performance; and have strong communications and listening skills in order to identify and communicate customer needs. Incumbent must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. Incumbent must value cultural diversity and other individual differences in the workforce.

Incumbent must have the ability to multi-task, adapt to changes in priorities, and complete projects with short notice. Incumbent should be able to concentrate in order to review and create documents and meet strict deadlines.

WORK ENVIRONMENT

Working hours will be set sometime between 7:00 a.m. and 6:00 p.m. on weekdays. The incumbent will generally work in a climate-controlled office under artificial light.

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

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

Supervisor (Print)

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Supervisor (Signature)

Date
