

Proposed

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION D52/Right of Way/	
WORKING TITLE CPSD & Administrative Support Manager	POSITION NUMBER 913-400-4800-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 supervision of the Principal Right of Way Agent, the incumbent is responsible for the development, management and monitoring of the Capital Project Skills Development Program. The incumbent supervises a staff of employees involved in various areas of administrative support for Project Delivery such as CTC Coordinator, Right of Way Training Coordinator and Administration Support.

TYPICAL DUTIES:

Percentage		Job Description
45%	E	Supervises, directs and organizes the work of the administrative support services for five corporate Right of Way Offices which includes Project Delivery, Railroads and Utilities, Real Property Services, Appraisals and Local Programs and Planning & Management/Project Coordination. Staff work responsibilities include; coordinate preparation and scheduling of Excess Land and RON California Transportation Commission (CTC) agenda items prior to submission to the CTC, correspondence to utility and railroad owners, preparation of training materials and typing, editing and formatting all copy for publication of the Right of Way Manual. Provides guidance, training and coaching to staff in order to ensure completed staff work is achieved on a timely basis and branch communications and activities are consistent with applicable State policies, laws and regulations.
25%	E	Creates, develops and aids others in developing training modules covering subject matter related to Capital Project Skills Development (CPSD). May also develop training related to "soft skills". Delivers and/or oversees delivery of various training modules.
15%	E	Serves as Resource Manager of CPSD R/W budget plan. Supervises, directs, organizes and reviews staff work pertaining to the annual training budget and monitors the R/W course operating expenditures. Liaison to Capital Project Skills Development (CPSD) training office. Attends and actively participates in CAPCOD (CPSD Course Developer) meetings and CPSD Statewide video telecommunication conferences. Attends CPSD Managers meetings as needed.
10%	E	Personally performs complex staff work including development of new/revised policies and procedures to top management in consultation with the Chief, Office of Right of Way and Land Surveys. Perform special studies and prepares reports on various operational and organizational issues
5%	M	Backup to HQ Right of Way Training Coordinator. Evaluates results of pre/post assessments and course evaluations.

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

Incumbent supervises a small group of analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must possess a thorough knowledge of the Project Delivery functions, organization, policies and procedures of the Department of Transportation's mission, values and goals.
Must have a broad administrative and managerial abilities to identify issues or conflicts in program direction and respond with good solution options. Must have a high level of expertise in communicating effectively in writing and orally, working

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cooperatively with all management; negotiating resolutions to issues or problems accomplishing goals; being sensitive to and working with political interests; and making effective presentations. Must be able to judge work quality and performance; interpret departmental policy and determine appropriate action to be taken; prepare complete and comprehensive reports, letters, articles; use good judgement for analysis of contract resource requirements. Must be able to coordinate effectively with all levels of management and employees.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Staff Services Manager I is responsible for independent action and initiative in carrying out regular assigned duties relating to staff leadership, development and training and administrative support for Project Delivery. These actions are in direct support of the continuous improvement of Right of Way and project delivery in the Department. The consequences of poor decisions may result in lost opportunity that could lead to potential failure to improving project delivery and Right of Way processes and procedures.

PUBLIC AND INTERNAL CONTACTS

The incumbent works closely with all levels of personnel in Right of Way and District offices, other units within the Department, and other representatives of governmental areas, the private sector, and other professional groups. The incumbent will have regular contact with the District/Regional R/W Training Coordinators, Senior and Supervising R/W Agents and others throughout the Department involved in all aspects of the delivery of R/W training. The incumbent must be able to explain and advocate program objectives in a convincing manner, and negotiate with management level positions internally and externally. The incumbent must gain the confidence and respect of those that they have contact with.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The tasks performed by the Staff Services Manager I are complex, detailed and varied requiring independence of action and decision-making. You may be required to sit for long periods of time using a keyboard and video display terminal. You must be able to develop and maintain cooperative working relationships, respond appropriately to difficult situations, recognize emotionally charged issues or problems and acknowledge the various responses.

WORK ENVIRONMENT

While at your base of operation, you will work in a climate-controlled office between 64 and 84 degrees under artificial lighting. You may also be required to travel throughout the state on a regular basis.

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