

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE: Staff Services Manager II (Supervisory)	DISTRICT/DIVISION/OFFICE: Division of Human Resources/Office of Examination and Recruitment Services	
WORKING TITLE: Office Chief	POSITION NUMBER: 702-008-4801-XXX	EFFECTIVE DATE: 09/2015

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 general direction of the Chief, Division of Human Resources, the Staff Services Manager (SSM) II is responsible for managing the Office of Examination and Recruitment Services. The position oversees the development of work standards, monitors the attainment of those standards and establishes consistent work processes with an emphasis on customer service. The SSM II supervises a team of staff to ensure excellent customer service is provided on a variety of sensitive program areas.

TYPICAL DUTIES:

Percentage

Essential (E) Marginal (M)

50 % (E) Manages, supervises, and directs the Caltrans Examination Program. Oversees the development of the annual Examination Plan and ensures that Plan meets the needs of the Department. Ensures that operating procedures are current and well documented. Establishes performance indicators, and monitors and reports achievements. Ensures proper training of staff. Provides periodic performance reports to management. Ensures the most current security and audit procedures are in place and followed. Recommends changes in processes, training or organizational structure, to respond to critical issues.

Manages, supervises and directs the Caltrans Examination Program. Oversees the development of the annual Recruitment Plan and ensures that the Plan meets the needs of the department, line managers and supervisors. Works with program staff to address shortages of candidates in key classifications. Oversees the development and implementation of marketing strategies to improve Caltrans's ability to attract a diverse, well-qualified workforce. Monitors achievement of recruitment goals established for hard-to-recruit classes.

20% (E) Performs the more sensitive and critical Examination staff work required by management. Serves as project leader and sponsor. Provides consultation to all levels of staff as needed. Represents the Department in contact with local, state and federal agencies, special interest groups, the Legislature, and the public concerning all aspects of the Department's Examination programs. Advises the Division of Human Resources Chief on the full range of examination issues related to the department.

10 % (E) Provides recommendations to Division Chief on the formulation and/or administration of policy and long range planning for Human Resources programs and services; reviews pending legislation and analysis impacting Examination and Recruitment programs and services, responds to internal and external audits, designated as PMK for all Examination and Recruitment related issues; testifies at depositions, trial and administrative hearings involving the department.

Provides guidance and direction to subordinate managers and supervisors regarding staff performance and progressive discipline, including review and approval of probation reports, performance appraisals and individual development plans, merit salary adjustments, counseling memorandums and requests for adverse actions/rejections on probation.

10 % (E) Provides periodic performance reports and updates on the status of various projects to management. Ensures that quality staffing is maintained for the delivery of program objectives. Ensures programs meet the needs of the Department.

Recruits, hires, trains and evaluations subordinate staff. May act for Division Chief in her absence. Participates on various task forces and committees.

10% (E) Responsible for making recommendations to executives bases on incumbent's expertise and knowledge of program information, data and situations, to solve a variety of personnel management problems. This will include consideration of operation and program problems, missions and goals, recruitment issues, position's classifications, adequacy of the classification plan, position allocation guidelines, compensation plan, labor relations and California State Civil services laws and regulations.

¹ 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 EXERCISED OVER OTHERS

Directly Supervises Staff Services Manager I's; Analysts and provides overall management in Examination and Recruitment

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of principles, practices and trends of public and business administration, including management and supportive staff services, such as human resources, planning and program evaluation. Knowledge of principles and practices of employee supervision, development and training. Must have knowledge of the processes, practices, and trends of program management. Knowledge of formal and informal aspects of the legislative process and the administration of the Department's goals and policies.

Ability to gain and maintain the confidence and cooperation of those contacted during the course of work. Ability to establish priorities and reason logically. Must have the ability to independently research and analyze data and problems, evaluate alternatives and adopt effective courses of action to effectively solve management issues. Ability to convey ideas and present information clearly and logically, both orally and in writing. Demonstrated capacity for assuming the most difficult management and administrative responsibilities. Ability to assume responsibility for a well-

established and fully developed staff services function. Knowledge of and ability to effectively contribute to the Department's Equal Employment Opportunity objectives.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The incumbent is responsible for the administration of the Examination program. The inability or failure to perform these responsibilities effectively, and errors in judgment could result in failure to meet the Department's human resource needs and a direct impact on the Department's objective to develop and implement policies regarding the examination process.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to: social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The incumbent, while providing quality customer service at all times, independently confers with Department employees at all levels. Contacts may include Directors; Deputy Directors; District Directors; Division Chiefs and their respective staff; legislators; other state, federal, and county entities; unions college and university administrative staff; community based organizations; etc.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material under 25 pounds from one location to another. Employee will occasionally bend, stoop, kneel to pull or push objects, grasp objects with fingers, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing. Must have the ability to multitask, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must sustain concentration level needed for reviewing material, auditing, problem solving and reasoning.

Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; ability to resolve emotionally charged issues reasonably and diplomatically; considering and responding appropriately to the needs of different people in different situations; be tactful and treats others with respect. Behaves in a fair and ethical manner towards others and demonstrates a sense of responsibility and commitment to public service; values cultural diversity and other individuals' differences in the workforce; insures that the organization builds on these differences and the employees are treated in a fair and equitable manner.

WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. Employee may also be required to travel.

I have read, understand, and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee's Name (Please Print)

Employee's Signature

Date

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

Supervisor Name (Please Print)

Supervisor Signature

Date