

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
Duty Statement**

Classification Title Staff Services Manager II	District/Division/Office DHR/Office of Transactions Services	
Working Title Office Chief, Office of Transactions Services	Position Number 702-008-4801-XXX	Effective 9/2015

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 the leadership of the Assistant Division Chief, Division of Human Resources (Offices of Transactions and Staff Central), the SSM II serves as the Office Chief of the Office of Transactions Services. The incumbent ensures the development of a customer-service oriented program by demonstrating a positive attitude and commitment to provide accurate and timely service that exceeds customer’s expectations. The SSM II is responsible for the effective administration and leadership of staff engaged in a variety of payroll services and personnel transactions work including appointments and separations; health dental, vision and retirement benefits; official personnel record keeping; attendance reporting, and training. This position provides direct and indirect supervision to approximately 129 Transactions Services staff and clerical team. This position may be required to represent the department and the Assistant Division Chief on personnel management issues with the State Personnel Board, California Department of Human Resources, CalPERS, Labor Commissioner, Departmental hearings, and the State Controller’s Office.

TYPICAL DUTIES:

Percentage Job Description
Essential (E)/Marginal (M)¹

- 35% (E) Manages and directs the provision of statewide transaction services to Caltrans employees, ensuring that staff provide timely and high quality customer service. Monitors services provided to ensure that all payroll, health and leave balances for all employees are processed accurately and timely. Ensures that appointments, separations, and transfers are processed accurately legally, and timely. Ensures that all personnel records for Caltrans employees are prepared, filed and retained accurately and securely. Ensures that customer’s needs are thoroughly met.

- 20% (E) Provides leadership and guidance to staff in the Office of Transactions Services. Develops and implements staff development policies and procedures. Ensures that all subordinate staff are committed to providing quality customer service at all times and meets customer’s needs.

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

- 15% (E) Develops and recommends departmental personnel and payroll policies. Develops and implements management and all employee policy/procedures memos and circulars. Advises department managers on appropriate personnel/payroll laws, workers' compensation laws, rules, policies and procedures. Consults with Labor Relations, Accounting, Legal, Budgets and others as needed to ensure that changes initiated by others that have transactions ramifications are recognized and addressed in a timely manner.
- 15% (E) Analyzes and independently resolves a variety of complex technical personnel/payroll problems. Monitors the Department's payroll and employee benefits programs in accordance with State Personnel Board, California Department of Human Resources, Department of Finance, Board of Control, State Controller's Office, Public Employees Retirement System and federal Department of Labor laws, rules, policies, and procedures.
- 10% (E) Acts as the Department liaison in transactions and personnel and payroll matters with the California Department of Human Resources, the State Controller's Office, the State Personnel Board, the Public Employees' Retirement System, and Employment Development Department. Confers with these agencies on policies impacting Caltrans. Partners with these agencies and with the Caltrans Divisions of Accounting and Information Technology to resolve issues relating to payroll.
- 5% (M) Serves as a project manager when necessary.

SUPERVISION EXERCISED OVER OTHERS

The incumbent is responsible for all decisions, actions, and consequences inherent in planning, organizing, and directing the activities in the Office of Transactions Services. Transactions staff consist of approximately, 129 employees.

KNOWLEDGE AND ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be able to interpret civil laws and rules and various personnel manuals from SCO, PERS, and CalHR as well as Departmental procedures and bargaining unit MOUs. Must be cognizant of current trends in adult training development and be experienced in the development, implementation, and delivery of training.

Must be able to use the analytical process to resolve issues. Uses statistical tools and project management skills to implement process improvements within the Office. Develops new insights into situations and applies innovative solutions to make organizational improvements. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture that encourages others to provide the quality of service essential to high performance.

Must be able to lead, mentor, and coach staff in their development to build a team of experienced transactions team members. Create a team culture, encourage knowledge sharing, and encourage staff participation in their upward mobility by offering various trainings and development. Be accountable for staff's timely performance reviews.

