

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager II	DIVISION/OFFICE/BRANCH Division of Human Resources Office of Resource and Project Management	
WORKING TITLE Office Chief	POSITION NUMBER 702-008-4801-XXX	EFFECTIVE DATE 10/2014

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.

Under general direction of the Chief, Division of Human Resources (DHR), the Staff Services Manager II (SSM II) serves as a Project Director for DHR’s Zero-Based Budgeting (ZBB) efforts. The incumbent is responsible for managing strategic planning efforts and for the development, implementation and monitoring of ZBB management within the DHR. It is expected that the incumbent think strategically and cross functionally, as well as utilize effective communication strategies to work collaboratively with various levels of management within the statewide Administration program. This position requires a high level of confidentiality that must be observed when addressing sensitive issues. The SSM II is also responsible for oversight and management of the DHR Resource Management Branch (RMB).

TYPICAL DUTIES

Percentage / Essential (e) / Marginal (m)

- 40% (E) Serves as the project director in the development of the Zero Based Budget (ZBB) for the DHR. Provides direct technical guidance and facilitates the resolution of a variety of complex personnel and policy-related issues that could impact DHR’s budget. Monitors the project to ensure milestones and timetables are met. In cooperation with the Administration Program Assessment (APA) team, develops recommendations and policy proposals for the Division Chief’s approval. Facilitates the development and submittal of any necessary progress reports to ensure completeness, consistency and transparency of the project. Acts as the liaison between the Division of Budgets, Resource Planning and Policy, District Offices, DOF and LAO. Provides insight and critical analysis to the Division Chief on a wide range of issues that pertain to the ZBB program review. Represents the Division Chief at ZBB meetings, dissemination of critical documents, and the tracking of correspondences.
- 25% (E) Assist the Division Chief, in developing the Division’s Strategic Plan. Development includes identifying creative and innovative initiatives to help further the effectiveness and efficiency of the Division, and also constructing an implementation plan.
- 35% (E) Provides oversight and direction to the Resource Management Branch (RMB). Ensures that DHR’s resource management functions, contract services, policy development, budget, Personnel Services, Operating Expenses, Personnel Year (PY) resources, facilities management, automation of records (Tab Fusion) and procurement activities are conducted in the most efficient and effective manner.

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

Directly supervises a Staff Services Manager I and provides overall management of DHR's ZBB program.

KNOWLEDGE AND ABILITIES

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 supervise and direct in order to develop subordinate staff's ability to apply laws, rules, policies and procedures to achieve departmental objectives. Ability to plan, direct, monitor, and evaluate subordinate staff and promote principles of Equal Employment Opportunity.

The incumbent must have knowledge of: the Department's mission, vision, and strategic goals; strategic planning processes and techniques; performance measure development, implementation, and assessment; principles and practices of public administration, budgeting, personnel, planning, program management and evaluation; and the Department's functional programs.

The incumbent must have the ability to analyze technical situations accurately; maintain a cooperative environment while working on critical issues with a diverse group of internal and external staff; adapt to changes in priorities; complete assignments within a limited timeframe; develop new and innovative ideas and recommend solutions for improvements; write clear and concise letters and reports; deliver persuasive presentations; must have the ability to identify and resolve issues to persuasively negotiate agreements with various internal and external clients; use a personal computer.

The incumbent must have an understanding of external financing laws and arrangements, along with an understanding of the State and Federal laws and regulations that govern the department. The incumbent must have knowledge of the supervisor's role in maintaining effective safety, health, equal employment opportunity and labor relations programs and the processes available to meet these program objectives.

Ability to model a positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers.

Must be able to deal tactfully, professionally, and confidentially with all internal and external customers, control agency staff and bargaining unit representatives.

RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

Decisions at this level affect DHR's ability to effectively deliver the program and manage costs and personnel. Good judgment and the ability to communicate effectively verbally and in writing are expected of the incumbent.

Failure to develop, monitor, report and perform successfully on DHR's zero based budgeting measures will jeopardize the Department's ability to implement zero-based budgeting; will limit the incorporation of improvement recommendations made by external review groups, and will adversely affect the Department's ability to qualify and quantify performance in meeting the Department's strategic goals and project delivery commitments. Failure of the incumbent to perform effectively could result in a negative perception of DHR and may lead to a loss of credibility and confidence in the Department by the administration, external partners and the public.

