

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager II	Safety and Management Services/ Learning and Developmt	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Chief, Learning and Development Office	702-015-4801-xxx	

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 Assistant Division Chief, Division of Safety and Management Services, the incumbent is responsible for the overall management of the Department's Learning and Development programs, policies and procedures. This includes assessing, developing, improving, and overseeing the Department's workforce planning solutions specifically supported by direct training and other knowledge transfer methodologies. Responsible for the development, implementation and continuous improvement of the Department's Succession Programs including but not limited to: Executive Development, Leadership Training, Management Training, Supervisory Training, Administrative Certificate Programs, and Business Writing series.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Manages the Department's Learning and Development programs, policies, and procedures to continuously enhance job performance for employees statewide. Leads statewide workforce learning and development activities (including eLearning) in collaboration with the Department's Districts, Programs, and Divisions.
20%	E	Responsible for developing and implementing the Division specific strategic plans in support of Caltrans Strategic Objectives related to training as defined in Caltrans' Mission, Vision, and Goals. This includes, but is not limited to: <ul style="list-style-type: none"> a. Identifying, assessing, developing and implementing skills enhancement training programs for the Department's managers, supervisors, and staff; b. Identifying leadership expectations for executives, managers and supervisors and creating programs to develop and enhance their leadership skills; and c. Providing knowledge transfer solutions for manager, supervisors, and staff to develop and maintain a workforce that continues to meet organizational needs.
15%	E	Provides oversight to managers, supervisors, and staff involved in developing and implementing department-wide training programs and oversight of consultation services to internal customers. Ensures programs work together to eliminate redundancy and increase program efficiencies.
5%	E	Develops, in coordination with internal and external partners, succession planning efforts, executive, mid-level management, supervisory, and rank and file training programs.
5%	E	Oversees the operation of the Department's training Center, including maintenance and accessibility of training rooms and state-of-the-art equipment; maintains the Caltrans book and video training library for use by internal and external customers.
5%	E	Responsible to oversee the Learning and Development Office budget and ensure all expenditures are in line with legal requirements. Responsible to monitor through subordinate supervisors all contracts and expenses for vendor provided training and expenses.

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.

ADA Notice

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Manages the Learning and Development Office. Directly supervises 2 Training Officer II's and an Office Technician.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be knowledgeable of the Department's Mission, Vision, Goals, and Values, and laws, rules, and policies of the State of California. Must be knowledgeable in current trends and practices of training solutions, including eLearning principles. Must have the ability to provide a vision for the development of courses that address identified risks and opportunities within the Department. Must have broad administrative abilities to identify issues or conflicts in policy or direction to the Department, internally or externally, and develop a means of resolution.

Must have a high level of expertise in: analyzing situations accurately and adopting an effective course of action; communicate effectively in writing and orally; working cooperatively with departmental management in Headquarters and the Districts, private consultants, and other State agencies in negotiating resolutions to issues or problems; accomplishing goals; being sensitive to and working with political interests; principles and techniques of effective training and presentations; practices of effective leadership, management and supervision; and knowledge transfer techniques. Possess knowledge of the budgetary and contract management procedures and practices.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The position's sphere of influence affects a statewide staff of approximately 20,000 employees. Workforce development policy and procedures are critical to the overall management of the Department. Areas of involvement include policies relating to the retention of employees; career development programs; leadership, management and supervisory expectations and performance standards; leadership development criteria; and the overall quality of service provided to program partners and customers. Assures the Division's objectives are aligned to the Department's Mission, Vision, Goals, and Values and assures compliance with State and Federal regulations.

PUBLIC AND INTERNAL CONTACTS

Requires daily contact and rapport with all levels of management, supervision and staff and deals extensively with the Directorate, Deputies, District Directors and Division Chiefs. The incumbent has frequent external contacts with Training consultants and other agencies on multi-workforce development issues, which are complex, and unique in nature. In addition, contracts may be necessary with other local and regional agencies to share resources and create cooperative efforts.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Creates and sustains an organizational culture that encourages others to provide the quality of service essential for high performance. Must consider and respond appropriately to the needs, feelings, and capabilities of a diverse workforce in various situations. Must be able to meet all deadlines, be creative and maintain a positive attitude. Formulates effective strategies consistent with business practices. Develops new insights and applies innovative solutions to make organizational improvements. Willing to take risks; initiate actions that involve a deliberate risk to achieve a recognized benefit or advantage. Must be able to develop and maintain cooperative working relationships. Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Behaves in a fair and ethical manner toward others and demonstrates a sense of responsibility and commitment to public service.

WORK ENVIRONMENT

Employee will work in a climate-controlled environment and under artificial lighting. Occasional travel throughout the State may be required.

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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