

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE <b>STAFF SERVICES MANAGER II</b>	OFFICE/BRANCH/SECTION <b>DIVISION OF EXTERNAL AFFAIRS</b>	
WORKING TITLE <b>Chief Legislative Liaison</b>	POSITION NUMBER <b>907-003-4801-xxx</b>	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 direction of the Deputy of External Affairs, the incumbent has full management, planning and supervisory responsibility for the Legislative Affairs and Equal Employment Opportunity offices encompassing Legislative Affairs, Subpoenas, California Public Records Act (CPRA), Bill Analysis coordination, the Title VI and Title VII program, EEO, and Small Business Outreach. The position works to develop and maintain positive working relationships with the legislators representing constituents within the District 7 boundaries, often coordinating cross-functional task forces within the District or Department identifying strategies to resolve and respond to legislative and constituent concerns, and to brief legislators regularly on transportation projects within their respective legislative boundaries. This position works to develop training and resolution strategies to support the Equal Employment Opportunity (EEO) program. Provides coordinating efforts between District and Headquarters Legislative Affairs, Civil Rights, Legal, and Human Resources.

**TYPICAL DUTIES:**

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35% E	Provide oversight of Legislative Affairs and Equal Employment Opportunity offices encompassing Legislative Affairs, Subpoenas, California Public Records Act (CPRA), Bill Analysis coordination, the Title VI and Title VII program, EEO, and Small Business Outreach. Provide technical and functional guidance to other District 7 Divisions. Provide mentoring, leadership and guidance to staff, schedule work assignments, set priorities, and direct the workload of staff, making adjustments as necessary due to changing priorities. Establishes, communicates, and evaluates job performance standards and expectations and policies and procedures. Prepares and oversees performance appraisals, probation reports, utilizes progressive discipline, taking corrective action when work performance problems arise. Participates in selection interviews and hiring decisions; makes assessment and recommendations for Legislative, EEO, and general training; and provides guidance, as needed to develop staff.
35% E	Resolves the most sensitive and complex legislative concerns to ensure that the strategy and timeliness of such resolution accurately reflects the Department's activities, policies, procedures, mission, vision and strategic goals. Oversees staff responsibility for coordinating, researching, and analyzing complex or sensitive issues; drafting of formal correspondence to legislators on behalf of the District Director, Chief Deputy, or Deputy District Directors; and reporting on pending legislation or activities that may impact the district's programs. These responsibilities have a direct impact on executive decision-making, program effectiveness, project delivery, and the quality of services provided to transportation stakeholders.
15% E	Oversees operations of the EEO office; including intake of complaints and mediation of informal discrimination complaints and non-EEO matters; assessing the appropriateness of formal investigation by the Discrimination Complaint Investigation Unit (DCIU) in Headquarters; developing and implementing EEO related training programs; assisting DCIU in coordination of their investigations; working with the Legal Department to coordinate proactive and preventive measures to mitigate discrimination and illegal harassment claims, and managing the District's Title VI and Title VII programs. Manages and monitors the Small Business Program, and develops and implements strategies to increase utilization of small businesses within the District.
10% E	Oversees research, and formulation of appropriate district response to Subpoenas and CPRA requests, closely coordinating with legal counsel. Monitors all emergency incidents which are of interest to elected officials to ensure that the legislative representative and staff members are well informed and can convey pertinent and accurate information to their constituents, and will host legislators at milestone events and represent the District at legislators' community events.

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5% M In the absence of, may act as District Director, Chief Deputy Director, and Deputy District Directors at meetings and milestone events; and perform other duties as appropriate for a Staff Services Manager II.

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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent provides first line supervisory responsibilities over subordinate staff including a Staff Development Specialist, several Staff Service Manager I's, and may provide direction and/or guidance to student assistants and/or volunteers.

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have thorough knowledge and understanding of the formal and informal aspects of the legislative process. The incumbent must be sensitive to the political and personal needs of legislators regarding individual biases, constituents, and interest groups. The incumbent must be familiar with the political and sensitive legislative transportation issues facing the Administration, California State Transportation Agency, and the Department, and be knowledgeable of the principles, practices, and trends of public and business administration, and governmental functions and organization and the state and local level. The incumbent must have the ability to strategically and accurately convey Departmental legislative policies, practices and procedures to a broad audience. The incumbent must be able to independently analyze complex issues and make recommendations, to resolve constituent and legislative concerns.

The person in this position must have the ability to supervise and direct the workload of staff working to meet critical deadlines. The incumbent must ensure a productive and safe work environment, provide staff the necessary guidance and tools needed to perform their jobs, keep abreast of new policies and procedures that impact their assigned work, and encourage staff to improve processes, offer innovative solutions and take risks. The incumbent will train, develop, mentor and use objective criteria when dealing with performance, and/or operational issues.

The incumbent must have a thorough understanding of the Department's organizational structure and the relationships between various functions in Headquarters and the Districts and be knowledgeable of the Department's mission, goals, and programs. Knowledge of Caltrans' departmental policies, procedures, and financial constraints is required. The incumbent must have the ability to effectively coordinate with various levels of management and staff, both in person and through written and oral communication. Must have the ability to develop and maintain effective working relationships and work cooperatively with others and to respond to inquiries from Caltrans management and internal and external customers in a timely and effective manner.

The incumbent must have the ability to communicate and effectively coordinate with staff at all levels within the Department, the Legislature, and other internal/external customers. The incumbent must have the ability to make oral presentation and competently represent the Department with stakeholders.

The incumbent must have an understanding of the EEO program, and Department policies and procedures as they relate to anti-discrimination; principles and practices of employee supervision, development and training.

The incumbent must be able to operate under frequently urgent conditions and be able to demonstrate consistently sound judgment in matters relating to assessing priorities, interpreting complex information and preparing comprehensive written reports. Must be able to forecast probable events/outcomes and develop responses based on current factors and alternative actions. Must have the ability to develop and sustain trust of others; develop cooperative working relationships, reason logically and creatively, and must communicate sensitive information diplomatically. The incumbent must have the ability to work with minimum direction and supervision, to initiate action independently, to handle multiple assignments simultaneously, to learn new tasks quickly with little or no formal training, and be responsive to management policy. The incumbent must be able to manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent works as a primary representative of the Department of Transportation. Poor judgment, untimely response, or inadequate preparation could lead to conflict with legislators, their constituents, or their staff and could leave the Department vulnerable to legislative scrutiny and criticism; or unnecessary conflict with an individual legislator; interest group; or other state department. Inadequate oversight of the EEO program can lead to increased litigation; poor management of subpoena coordination can lead to undesirable legal consequences for the District and district staff.

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## PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with department staff at all levels, legislators, legislative staff, committee consultants, governmental agency representatives, and other external stakeholders. The incumbent must be able to represent the Department, with competence and integrity, at meetings on transportation issues.

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## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must have the ability to communicate effectively and diplomatically with staff at all levels within the Department and other internal/external customers in urgent or sensitive situations. The incumbent must have the ability to make oral presentation and competently represent the Department with internal and external stakeholders. May be required to sit for long periods of time using a keyboard and video display terminal. Requires occasional bending, stooping and kneeling.

Ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Organize and prioritize large volumes of varied documents. Concentrate in order to review and create documents and meet strict deadlines at times. Formulates effective strategies.

Must be able to develop and maintain cooperative working relationships. May be subject to, and have the ability to handle, irate public in a calm manner. Ability to resolve emotionally charged issues reasonably and diplomatically. Must deal effectively with pressure.

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## WORK ENVIRONMENT

Primary work area will be within the District Office located in downtown Los Angeles; employees may be required to travel to field locations throughout Los Angeles and Ventura counties to perform work requirements. While at their base of operation, employee will work in a climate-controlled office under artificial lighting. The work environment is fast-paced, busy and requires considerable flexibility in managing time, priorities, and assignments. The incumbent will be using a keyboard/mouse and video display monitor. Some travel may be required, therefore, incumbent must be able to travel to both urban and more remote, rural, locations.

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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE