

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager II	OFFICE/BRANCH/SECTION Office of Business and Economic Opportunity	
WORKING TITLE Office Chief	POSITION NUMBER 913-088-4801-007	EFFECTIVE DATE 03/30/2015

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 general direction of the Assistant Director, CEA A, the Staff Services Manager (SSM) II is a subject matter expert on the Disadvantaged Business Enterprise (DBE) Program and is responsible for the functions which comprise the DBE Program. The incumbent specifically ensures Caltrans is in compliance with the DBE Program requirements for federal funding from the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and Federal Airport Administration (FAA). The incumbent will have functional responsibility for administering 49 Code of Federal Regulations, Part 23 and 26, as they pertain to the DBE Program, and state regulations, policies and Executive Orders as they pertain to the soliciting and reporting of DBE, Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) participation.

**TYPICAL DUTIES:**

Percentage		Job Description
45%	E	The incumbent provides direct supervision, training, development, and evaluation of staff to ensure deadlines are met. Provides leadership, counsel, direction, and resources for staff development. Ensures that completed staff work is accomplished and that all policies and procedures are followed in a timely manner. Review work and evaluate performance of staff by completing probationary reports and individual development plans to ensure performance expectations are met. Conduct, arrange and approve training for staff to increase staff knowledge base. Delegate responsibility to staff to facilitate timely completion of work.
35%	E	The incumbent oversees the activities of the Outreach & Training Branch and the Policy & Reports Branch within the Office of Business and Economic Opportunity (OBEO), as per 49 CFR 23 and 26 and the state SB/DVBE regulations, policies and Executive Orders. Provides direction, guidance, development, and regulatory compliance with the DBE Program and ensure timely submittal of program reports and plans, as required by the federal programs, the State Transportation Agency (STA), the Legislature and other control agencies.
10%	E	The incumbent provides functional guidance to Construction, Transportation Planning, Mass Transportation, Project Delivery, Administration, and Maintenance Divisions, and the various Districts to administer DBE/SB/DVBE contract issues. Including direction in implementing, coordinating, and monitoring the progress of their DBE/SB/DVBE programs. Also provide guidance to local agencies statewide in administering their DBE Program via the Division of Local Assistance.
5%	E	The incumbent serves as department expert and provides statewide program direction through a network of (12) District Liaisons, (16) Program Area Advisors to ensure compliance with Title VI of the 1964 Civil Rights Act and related statutes. Respond to requests made by Legislative members and local authorities regarding Title VI and related statutes.
5%	M	Make recommendations on a broad spectrum of administrative and program-related problems through work-group, national task forces, and multi-disciplinary team participation.

<sup>1</sup>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 OR GUIDANCE EXERCISED OVER OTHERS**

The incumbent supervises the day-to-day operations and directs the activities of two SSM Is, a Research Analyst II, and an Office Technician.

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## KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the major transportation-related programs in Caltrans and how the DBE Program functions within these programs; the principles and current trends of public and business administration as they relate to resource and personnel management practices, program evaluation, and the state and federal legislative processes; Caltrans formal goals and objectives; principles and practices of employee supervision, development and training; Caltrans DBE Program objectives; the manager's role in the DBE Program; and the processes available to meet Caltrans objectives.

The incumbent must have the ability to reason logically and creatively, utilize a variety of analytical techniques to resolve complex managerial problems; develop and evaluate alternatives; present recommendations and information through oral and written communication methods; review and edit written reports; develop complicated written letters and reports on a variety of issues; be an advisor to the Assistant Director and Caltrans management acting on their behalf on a variety of issues involving the DBE/SB/DVBE programs; develop and maintain a level of professional integrity to ensure the best interests of the program and Caltrans are served.

The incumbent must also have the ability to work as well as part of an interdisciplinary team and be able to function in a lead capacity when called upon; manage complex staff services; establish and maintain project priorities; and effectively contribute to Caltrans Equal Employment Opportunity (EEO) objectives.

## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The SSM II is responsible for the management of all office functions and staff for carrying out the DBE/SB/DVBE program goals and objectives, and maintaining compliance with the state and federal regulations for these programs. Poor judgment or untimely decisions in any of these areas could result in legal action against Caltrans and loss of revenue from FHWA/FTA/FAA. Untimely decisions could delay and/or create an inability to award contracts.

## PUBLIC AND INTERNAL CONTACTS

The SSM II has frequent contact with prime contractors, non-profit organizations, Veterans groups, and the general public by telephone or in person. The incumbent may also have extensive contact with various internal and external entities, including, but not limited to, FHWA, advocate groups, subcontractors, small businesses, as well as, various Caltrans managers, supervisors, and field staff.

## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a keyboard and video display terminal. Engage in sustained mental activity to produce reports, problem solving, and analysis. Develop and maintain cooperative working relationships, respond appropriately to difficult situations, and recognize emotionally charged individuals, issues, or problems, and provide appropriate responses. The incumbent must be able to deal effectively with pressure and intensity and remain optimistic and persistent, even under adversity. Must have the ability to multi-task and adapt to changes in priorities and complete tasks or projects with short notice. Must be able to speak in front of large audiences.

## WORK ENVIRONMENT

The incumbent will work in a climate-controlled office under artificial lighting. Some travel is required. In the absence of the CEA A - Assistant Director, the incumbent may serve as Acting Assistant Director.

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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE