

**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 913-088-4801-002	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 Assistant Director, CEA A, the Staff Services Manager (SSM) II - Office Chief is responsible for managing the Compliance and Program Operations branches within the Office of Business and Economic Opportunity. The incumbent ensures compliance with the Department's federal statewide Title VI, External Equal Opportunity (EEO) and Disadvantaged Business Enterprise (DBE) programs, and state regulations, policies and Executive Orders as they pertain to Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) participation. The incumbent is also responsible for providing oversight and compliance in the areas of human resources, budgets, training, safety, legislation, public-records requests, internet/intranet, procurement, contracts, and facilities in support of the programs within the Office of Business and Economic Opportunity (OBE).

**TYPICAL DUTIES:**

Percentage	Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35%	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. Reviews work and evaluates performance of staff by completing probationary reports and individual development plans to ensure department and OBE performance expectations are met. Conduct, arrange and approve training for staff to increase knowledge base.
35%	E	The incumbent provides program direction in the development and implementation of the Department's statewide external EEO program. Serves as the department expert and provides program direction through a network of (12) District Liaisons and (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. Ensures federally mandated reports are completed timely and accurately in accordance with Federal Highway Administration and Federal Transit Administration requirements.  Oversees the activities of the Compliance Branch and is responsible for providing guidance and expertise related to enforcement of the DBE, DVBE, and SB program requirements as set forth in state and federal statutes, regulations, and policies. Contributes to the integrity of these programs through ensuring timely resolution and recommendations for actions taken as a result of complaints and investigations received by internal and external stakeholders.
20%	E	The incumbent oversees the activities of the Program Operations Branch and is responsible for providing oversight and compliance in the areas of human resources, budget, training, safety, legislation, public-record requests, internet/intranet, procurement, contracts, and facilities in support of the programs within the Office of Business and Economic Opportunity (OBE).  Ensures effectiveness of organization and coordination of statewide Small Business Council meetings, participates in committee meetings, and ensures implementation and timely response to action items developed as a result of meetings.
10%	M	The incumbent oversees the development and implementation of the OBE strategic plan and enterprise risk management plan. Make recommendations to internal and external stakeholders on a broad spectrum of administrative and program-related problems through work-group, national

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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 I's and an Office Technician.

### 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 evaluations, 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 acts as an expert in Title VI issues impacting the Department. The incumbent must have thorough knowledge of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, 49 CFR Part 21, 23 CFR Part 200, 23 CFR Part 230, Subparts A and D.

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

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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