STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Services Manager II	Division of Design, Office of Strategic Info.& Business Mgmt	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Program Manager, Strategic Info.& Business Management	913-250-4801-XXX	04/01/2015

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 general direction of the Deputy Division Chief, Landscape Architecture and Sustainability, the incumbent is principal staff resource responsible for strategic planning, policy development, business and performance management activities and implementation. The Staff Services Manager II acts as a consultant to the Division Chief, Deputy Division Chiefs and Office Chiefs for a broad variety of planning and program management issues with statewide implications As the Division's Strategic Information Planning and Business Management Program Manager, will plan, develop, organize, and direct activities which integrate various Division functions to support district project delivery. This position will serve as a direct communications link between the Division, other Project Delivery Divisions and Districts regarding strategic planning, performance-based budgeting, and business process improvements. This position will also serve as the Division's Asset Management Manager responsible for overseeing the implementation of the Division's resources, including development of an Strategic Asset Management Plan. The incumbent supervises a staff of professional and administrative employees involved in developing and recommending solutions to strategic and business planning and management issues, budget, contract and resource issues and information management for the Division.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
35%	E	Develops the Division's strategic and business plans and corresponding performance measures, including updates to the Division's objectives and strategies; supports long range plans by aligning organizational goals and performance measures with transportation system goals; develops policy; prepares tactical and business plans. Develops and implements strategies to evaluate and gain stakeholder and user input on policy, guidance, resource and asset management, system and organization performance, including validating key objectives and strategies. Develops and coordinates business plans and performance-based information management and budget planning efforts throughout the Division. Provides strategic guidance to Division management.
20%	E	Directs development, implementation and distribution of division policies and guidance to strengthen collaboration across divisions and districts to ensure alignment and accountability of design functions and goals. Develops greater business-to-business relationships between Divisions. Communicates clearly and concisely about complex issues, concepts, and processes to executives and the public. Makes design policy recommendations based in analysis on funding and priorities.
15%	E	Provides statewide oversight responsibility across the Department to staff responsible for the development of: Division Surveys to obtain input from the Department's internal and external clients to determine if the Division's strategic plan meets their business needs, contract documents; Quantifiable performance measurement tools linking resource costs to performance measures; Recommendations on policy changes due to emerging transportation issues.
10%	E	Directs and facilitates evaluation processes to assess the Division's progress toward specific goals, strategies, and efficiency measures by utilizing data generated from the Division Office of Performance Management.
10%	E	Directs preparation of Division's annual Strategic and Business plans and quarterly performance reports. Includes trend analysis and identification of overall Division issues.
5%	M	Presents information recommendation for decisions to Division management, stakeholders, the Design Management Board, as well as outside interest groups. Advises Division management and staff on applicable research findings and sensitive economic/financial issues related to design office.

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5%	M	Participates in establishing and supporting design related business line strategic directions by serving as a member of various statewide teams. Develops statewide strategies to continuously improve the Department's ability to deliver the transportation projects on time and within budget.

[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 OR GUIDANCE EXERCISED OVER OTHERS

Directly supervises analytical staff in the Office of Strategic Information & Business Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

• Knowledge: Must have a thorough knowledge of project delivery functions, the budgeting process and the purposes, organization, policies, and procedures for the Department's Mission, Vision; laws, rules and policies of the State of California and federal government relating to program delivery functions.
• Abilities: Based on experience and expertise, must have broad abilities to identify issues or conflicts in program direction and be able to act independently and exercise good professional judgment to prioritize issues, develop and recommend appropriate policies and actions, and obtain necessary resources to carry out the assigned duties, must be creative, innovative, and have the ability to examine existing processes and outcomes, identify deficiencies and make improvements to achieve program goals. Must be able to judge work quality, and performance, interpret departmental policy and determine appropriate action, prepare complete and comprehensive reports and strategic plans, use good judgement for the analysis of contract resource requirements. Must be able to collaborate with all levels of management and employees.
• Experience: Responsible experience in program and information management, strategic and business planning, contract administration. Responsibilities assigned to this position require the incumbent to have the ability to assimilate technical and procedural input from a variety of sources, to evaluate that input and work with Programs, Districts, Regions, outside agencies and advisory groups to develop and implement strategic and business plans. The incumbent must understand and resolve conflicting issues, and to develop, interpret and use tools to accurately measure performance and achievement of program goals.

The incumbent must skillfully apply principles of strategic planning, and quality improvement, and be able to facilitate development of alternatives through brainstorming, workshops and other techniques of innovative thinking and inclusive participation.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent is responsible in providing accurate and thorough guidance to Division management and staff, other Programs and to Districts and Regions to ensure the development and incorporation of Division goals and performance measures. Must ensure the adoption of improved management planning processes in all Division activities; must take the necessary steps at appropriate times to ensure timely progress in achieving program goals and the fulfillment of departmental commitments.
The consequences of not considering all factors could be inconsistent or inappropriate decisions by management and staff that could affect project delivery efforts. Errors in identifying and meeting internal and external stakeholder needs could lead to providing inadequate information for program management and planning and legislative or legal mandates. Additionally, errors in judgement may rsult in inappropriate use of state resources.

PUBLIC AND INTERNAL CONTACTS

The incumbent must maintain continuing personal contact and cooperative working relationships with Districts, Regions, and Headquarters personnel and management, and outside agencies and organizations. The incumbent is the primary liaison between the Division of Design and the Project Management Resource and Management and Administrative Support Office. The incumbent also works regularly with the Divisions of Administration, Construction, Traffic Operations, Environmental Analysis, Research, Innovation and System Information, Legal, and other Headquarters functional units, Districts and Regions, outside agencies, and departmental advisory groups to achieve the goals of the Division.

Must be able to develop and maintain cooperative working relationships.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time. Must have the ability to multi- task, adapt to changes in priorities, and complete tasks or projects with short notice. Must deal effectively with pressure and maintain focus and intensity, even under adversity. Must develop and maintain cooperative working relationships, and meet and deal tactfully with the public and other Departments. Incumbent must respond appropriately to difficult situations and resolve emotionally charged issues reasonably and diplomatically. Must behave in a fair and ethical manner toward others, and be tactful and treat others with respect. The incumbent demonstrates a sense of responsibility and commitment to public service. The incumbent values cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT

The incumbent will work in a climate-controlled office under artificial lighting. The use of a desktop computer is essential. Travel to the districts will subject the incumbent to the typical rigors of air, auto and transit travel and overnight hotel stays. Some project field reviews will require the incumbent to work outside of the office along our state highways or other project sites for short periods of time.

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