

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager II (Supervisory)	OFFICE/BRANCH/SECTION District 56/Maintenance/Strategic Info. & Business Mgmt.	
WORKING TITLE Office Chief, Strategic Info & Business Management	POSITION NUMBER 913-660-4801-XXX	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 general direction of the Assistant Division Chief, Administration & Budgets (Staff Services Manager III), the Staff Services Manager II is 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, the Staff Services Manager II will plan, develop, organize, and direct activities which integrate various Division functions to support District and other Division functions. This position will serve as a direct communications link between the Headquarter Maintenance Offices and the Districts regarding strategic planning, asset and performance based budget modeling, and business process improvements. This position will also serve as the Division's liaison with our internal/external partners to collect and develop clear, concise responses in preparation for delivery to the Legislature, Department of Finance, California State Transportation Agency (Agency) and others as needed. The incumbent indirectly supervises a staff of professional and administrative employees involved in developing and recommending solutions to strategic and business planning, management issues, service level agreements, maintenance agreements and information management for the Division.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% 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 asset-based information management and budget planning efforts throughout the Division. Provides strategic guidance to Division management.
25% E	Directs development, implementation and distribution of Division policies and guidance to strengthen collaboration across Offices and Districts to ensure alignment and accountability of maintenance functions and goals. Develops greater business-to-business relationships between Offices. Communicates clearly and concisely about complex issues, concepts, and processes to executives and the external entities. Makes maintenance policy recommendations based in analysis on funding and priorities. Develop and incorporate asset management cost effectiveness analysis into the budget model for purposes of more effectively allocating maintenance resources. Directs staff to develop management information collection tools, identifies best practices for compiling, tracking, and validating performance measures and results using management indicators, workload standards, and tools related to Maintenance. This will include development of dashboard models including levels of service that will be ongoing performance indicators for the Maintenance statewide program tied to the Budget Model. Manage, update and implement changes to the Budget Model.
15% E	Provides oversight and management of staff responsible for legislative affairs, Department of Finance, Legislative Analyst's Office, Bureau of State Audits as well as internal customer and Office chief inquiries. Acts as the primary administrative point of contact for internal research staff. Participates in developing research topics, designs, specific to the Division's needs and priorities. Ensure that research projects are executed successfully and completed within time frames.

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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.

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's various performance measures and levels of service benchmarks.

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| 10% | M | Presents information recommendation for decisions to Division management, stakeholders, District Deputy Division Chiefs of Maintenance, as well as outside interest groups. Advises Division management and staff on applicable research findings and sensitive economic/financial issues related to Division of Maintenance. Prepare correspondence and respond to inquiries. |
| 5% | E | Provides oversight and management of staff responsible for the development and tracking of Service Level Agreements (SLAs) between programmatic and District partners. Service Level Agreements promote transparent workload guidelines and determine fiscal responsibility of resources tied to the Division of Maintenance. Negotiations through the SLA process are designed to promote accountability for services being brokered in the Division of Maintenance. Responsible for management of staff liaison pertaining to maintenance agreements between maintenance statewide District staff and Division of Legal staff. Negotiations for maintenance agreements are designed to protect the program and the Department against litigation. |
| 5% | M | Participates in establishing and supporting maintenance 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 maintain transportation assets safely, responsibly and efficiently. May attend meetings or conduct meetings in the Assistant Division Chief's absence on related topics. |

¹ESSENTIAL 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 two Staff Services Manager I positions and indirectly supervises analytical staff in the Office of Strategic Planning, Business & Information Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a thorough knowledge of maintenance field and Highway Maintenance (HM) 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 maintenance functions; program and information management, strategic and business planning, contract administration.

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 judgment for the analysis of contract resource requirements. Must be able to collaborate with all levels of management and employees. Must be able 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. Must be able to understand and resolve conflicting issues, and 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

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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 judgment may result 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 a primary link between the Division of Maintenance Resource and Administrative Support Office and Management System Studies. The incumbent also works regularly with the Division of Legal, Headquarter Offices 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.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time. Must have the ability to multitask, 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

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.

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE
