

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Staff Services Manager II	OFFICE BRANCH/SECTION Office of Discipline Services
WORKING TITLE Office Chief – Office of Discipline Services	POSITION NUMBER EFFECTIVE DATE 01/01/2016

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 Division Chief, a Staff Services Manager (SSM) III, for Office of Discipline Services, the Staff Services Manager (SSM) II functions as the Office Chief, Office of Discipline Services, and ensures the development and maintenance of a customer-service oriented office. The SSM II demonstrates a positive attitude and commitment to provide quality service that is accurate, timely, and exceeds customer expectations. The SSM II is responsible for the development, management and implementation of the Department's statewide progressive discipline program, ensuring adherence to the highest legal and ethical standards. The SSM II also prepares the most sensitive and complex for personnel actions. This is a working Supervisory position.

TYPICAL DUTIES:

Percentage		Job Description
40%	E	Plan, organizes, and directs the Department's statewide progressive discipline program. Ensures that the program and actions meet all legal and ethical standards and requirements. Oversees six Staff Services Managers I positions in the preparation of disciplinary and non-punitive administrative actions, ensuring compliance with the Administrative Law Act and other applicable laws and regulations. Ensures proper documentation to support charges in Adverse Actions, Rejections on Probation, AWOL Separations, and non-punitive demotions/terminations. Ensures that actions meet all legal pleading requirements, are properly served, and employees' rights to due process are protected.
35%	E	Consults with executive management statewide on the most complex and sensitive formal actions, and determines appropriate charges which are supported by clear and convincing evidence, recommends level of action, and prepares appropriate type of personnel action document. Confers with Audits and Investigations (A&I) and Equal Employment Opportunity (EEO) management concerning investigations requested by managers and supervisors. Prepares the Department's action before administrative law judges. Prepares witnesses to testify in administrative proceedings, presents testimony on direct examination of witnesses, conducts cross examinations of witnesses, and introduces clear and convincing evidence into the record.
20%	E	Consults with executive staff, managers, and supervisors regarding the progressive discipline process, and aligns the program's goals with the Department's mission, goals. Oversees the implantation of Lean Six Sigma process improvement ideas. Partners with Audits and Investigations (A&I), Information and Security, Legal and to ensure Department policies are compliant with the case law and decisions. Analyzes trends in employee discipline, makes recommendations to executive staff, and provides periodic reports to District Directors and Headquarters Division Chiefs. Develops and implements policy and procedure with respect to progressive discipline.
5%	E	Represents the Department before state trial courts regarding the Department's progressive discipline process.

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 six Staff Services Manager I positions.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be familiar with the Department's missions, goals, organizational structure and major work programs. Must have strong administrative skills and the ability to identify technical legal issues with the state's progressive discipline process, including the capacity to identify solutions, alternative, and guide management toward decisions that maximize employee productivity and minimize management's exposure to legal liability. Must be familiar with the operation and functions of the Department Personnel Administrations and the State Personnel Board, administrative law processes, and be knowledgeable of the California Administrative Code, and the Government code.

Must have knowledge of the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, and employee supervision, development, training; Caltrans policies and procedures, safety, health, and equal employment opportunity objectives; legal principles and practices with particular reference to the laws governing public officers and agencies, trial an appellate court procedure, and rules of evidence.

Must have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Required ability to reason logically and use analytical techniques to solve difficult personnel problems; to provide effective written documentation and oral presentations; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Improper direction and recommendations could severely impact managers and supervisors' ability to discipline employees, and generate civil actions and severe financial liability to the state and would impact the Department's ability to achieve its mission and goals. This could also result in the loss of management's confidence in the disciplinary process and in other programs within the Division of Safety and Management Services (DSMS).

Errors in judgment related to adverse actions, such as the penalties imposed and any settlement agreements related to those actions, could result in costly back pay, poor relationships with executive staff, managers, supervisors, and the unions. Poor decisions and recommendations could result in the loss of credibility with the State Personnel Board and Department of Personnel Administration.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the Division of Safety and Management Services (DSMS) reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The Office Chief confers and negotiates with the Department executive staff, managers, and supervisors, the Department of Personnel Administrations, the State Personnel Board, and other leaders of state agency discipline programs.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods while using a keyboard and monitor or traveling in a vehicle to other locations. Must be able to organize and prioritize under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems, or difficulty situations and respond appropriately, tactfully, and professionally. Must be able to work independently. Must understand the importance of good customer service and be willing to develop excellent partnerships with managers, supervisors, other divisions, and control agencies.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled area under artificial lighting. There will be occasional fluctuations in building temperature. The SSM II will work in a cubicle and will periodically attend meetings

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and/or training outside the office.

I have read and understand the duties listed above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the 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.)

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