

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager III	OFFICE/BRANCH/SECTION District 10/Administration	
WORKING TITLE Assistant Division Chief, Administration	POSITION NUMBER 910-001-4802-001	REVISION DATE 05/30/2024

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

GENERAL STATEMENT:

Under the general direction of the District Chief of Staff, a Career Executive Assignment Level A (C.E.A.), the incumbent provides leadership responsibilities for planning, organizing and directing staff activities related to Administrative Services such as Resource and Personnel Management, Workforce and Strategic Planning, Facilities, Public and Legislative Affairs, Creative Services, Risk Management as well as Compliance Management in areas of Employee Engagement, EEO, Equity, Safety and Health, and Training. This position requires a high level of confidentiality that must be observed when addressing sensitive issues.

CORE COMPETENCIES:

As a Staff Services Manager III, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Change Leadership:** Develops new and innovative approaches needed to improve effectiveness and efficiency of work products. Encourages others to value change. Considers impact and recommends changes. (Cultivate Excellence - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First - Engagement, Integrity)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Integrity, Pride)
- **Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Safety First, Cultivate Excellence, Lead Climate Action - Engagement, Equity, Integrity, Pride)
- **Teamwork and Collaboration:** Sets team structure. Organizes, leads, and facilitates team activities. Promotes team cooperation and encourages participation. Capable of cross functionality and working well with others on a team to achieve personal goals, team goals, and organizational goals. Takes responsibility for individual actions in order to achieve consistent results. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Innovation)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

40%	E	Serves as the Assistant Division Chief and is the primary advisor to the District Chief of Staff on matters pertaining to highly complex and sensitive business functions of the District, including but not limited to: overall resource management, cost efficiencies, policy development; and communication, quality control of administrative support, and overall staff development. Oversees the daily functions and duties for the Office of Business Operations– Resource Management Branch, Facility Operations Branch, Hiring Branch; and the Office of Business Management – Compliance Management Branch, Public and Legislative Affairs Branch, and Creative Services Branch.
20%	E	Maintains full responsibility for a wide variety of administrative functions, administered through intermediate functional supervisors. Works with the Chief of Staff to develop and incorporate short- and long-term policies and strategic planning relative to all facets of the Administration program with the District. This includes the establishment of strategic goals and objectives for the District Administration Program that coincide with the District and Department's goals, strategic objectives, and strategies.
20%	E	Resolves with the District Director and District Chief of Staff highly sensitive issues that may involve resource distribution internal to the District and in partnership with Headquarters Divisions. Establishes District policy, procedure, and evaluation criteria that ensure District 10 resource management activities are performed within departmental policy direction and program goals. The Assistant Division Chief will be responsible for the resource management functions for the District to include personal services dollars, operating expenses and position control. Develops budget plans and systems to manage operations expenses and personnel years for the District. Monitors performance and ensures resource expenditures remain within allocation while meeting program objectives. Will provide negotiation support for all district program and Capital Outlay Support (COS) budget support and resource negotiations between the district and the region/headquarters to assist in the delivery of the district's COS program.
15%	M	Incumbent will serve as a leading member of the Employee Events Committee to assist in organizing district wide employee celebrations and events, to include overseeing the scheduling and logistics of events that take place off site from the District Office or other District 10 facilities.
5%	M	The Assistant Division Chief may act and assume full responsibility of the District Division of Administration in the absence of the District Chief of Staff.

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

Provides direct supervision to the District Office Chiefs of the Administration Division and oversees the activities of the Administration program in the District.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Organization and function of California State Government including the organization and practices of the Legislature and Executive Branch; principles, practices, and trends in public administration, organization, and management; planning, cost/benefit analysis, budgeting practices; program development and evaluation; workforce development and training; methods of administrative problem solving; principles and practices of policy formulation and development; techniques of organizing and motivating groups; Department's Equal Employment Opportunity objectives, and a manager's role in EEO. Must have a thorough knowledge of the commitment to the Department's mission, vision, goals, values, directives and policies.

Ability to: Plan, organize and direct the work of a multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program too attain common goals; gain confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, public and Legislative and Executive Branches; analyze complex problems and recommend effective course of action; prepare and review reports; communicate effectively both orally and in writing; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; make decision and take appropriate action; establish guidelines and maintain priorities to assure activities are being effectively accomplished; and effectively contribute to the Departments EEO objectives.

The ability to reason logically and creatively and use a variety of techniques to productively resolve problems relating to functions supervised; present ideas and information effectively, write, review and edit complex written reports; establish project priorities, and maintain schedules. The ability to maintain liaison, communication and cooperative relationships on interdepartmental levels, make effective oral presentations and speeches at meetings, hearings and public functions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The DDDA works with a wide range of individuals, employees, public organizations and elected officials. In this capacity, the

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

person is required to make sensitive and diplomatic decisions consistent with state policy.

Lack of tact and/or error or judgment to disseminating information could result in project delays or project cancellation due to community pressure, political unacceptability, and/or lawsuits by special interest groups.

PUBLIC AND INTERNAL CONTACTS

The position's responsibilities require contact with a variety of top management in the Department. Additionally, other governmental agencies and departments at the federal, state and local levels, special interest groups representing both private citizens and industry and contact with the Governors Office, elected officials, Transportation Agency, the California Transportation Commission, and legislators and their staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Create and sustain an organizational culture that encourages others to provide the quality of service essential to high performance. Must understand linkages of administrative competencies to mission needs. Must consider and respond appropriately to the needs, feelings, and capabilities of a diverse workforce in various situations. Must adapt rapidly to new situations warranting attention and resolution. Must adapt rapidly to new situations warranting attention and resolution. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service.

WORK ENVIRONMENT

While at the base of operation, the incumbent will work in the climate-controlled office under artificial light and may work for long period of time on a personal computer. Incumbent may be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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
