

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Independent Office of Audits and Investigations	
WORKING TITLE FDR Administrative Supervisor	POSITION NUMBER 900-097-4800-001	REVISION DATE 07/09/2024

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 Administrative Chief, the incumbent is responsible for facilitating financial document review (FDR) program management decisions and directs the activities related to the FDR unit's process. An FDR is a review of documents related to Architectural & Engineering (A&E) consultant cost proposals, including support for direct cost and indirect cost rates. The incumbent supervises and provides direction, coaching and mentoring to unit team members. This position requires the incumbent to maintain consistent and regular attendance and communicate effectively (both orally and in writing) when dealing with internal and external stakeholders, other divisions and its employees. The incumbent will develop and maintain their knowledge and skills related to managing the FDR process and will ensure staff complete assignments in a timely and efficient manner while adhering to departmental policies and procedures.

CORE COMPETENCIES:

As a Staff Services Manager I, 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, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Pride)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Pride)
- **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 - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)

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TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Ensures the delivery of high-quality and timely services to customers and stakeholders. Provides leadership, direction, and guidance to a team of analysts in the financial document review (FDR) unit. Supervises, develops, and provides ongoing training to staff. Prioritizes, assigns, and monitors FDR workload. Provides direction to staff on work assignments, monitors assignment progress and daily activities to ensure timely completion of FDRs by assigned due dates; reviews work and evaluates performance of staff by providing regular feedback. Oversees the collection and evaluation of financial information and data, weighs priorities, and recognizes any underlying issues. Approaches problems using a logical, systematic, and sequential approach. Effectively communicates and works collaboratively with internal and external partners, audit staff, subject matter experts, consultants, certified public accountants, local public agencies, and department staff. Performs research, reviews, and determines compliance with appropriate laws, rules, regulations, policies. Reviews FDR files, supporting working papers, and approval letters for accuracy. Ensures analysis and appropriateness of data is relevant to the review objectives. Implements process improvements to procedures performed by staff. Prepares status reports and advises management as needed.
20%	E	Reviews the performance of direct reports, determines staff training needs, manages and evaluates performance, verifies leave balances to approve and leave requests, and develops an effective team. Responsible for overall program delivery and accountability. Provides management with periodic program accomplishments. Proactively plans, assigns, monitors progress; and adjusts priorities as needed to ensure accurate and timely completion to meet deadlines. Provides ongoing skills development and feedback to all direct reports. Mentors subordinate staff to ensure job-related performance goals are met. Evaluates training needs and performance interventions for individual and team development to increase job proficiency and growth. Conducts regularly scheduled unit meetings and 1:1 meeting with direct reports on a consistent basis to ensure effective communication and support. Provides formal and informal, accurate, and timely feedback to staff. Ensures written desk procedures are developed and maintained. Supports the establishment of a positive work environment within IOAI through staff engagement, communication, and team building opportunities, and fosters a team approach. Updates Administrative Chief on workload and any potential issues and problems as they arise. Provides Administrative Chief with status of work product and information for evaluating staff performance and training needs. Assists staff with their assignment responsibilities while balancing own responsibilities, exhibits leadership qualities and technical expertise.
20%	E	Continuously develops skills and maintains proficiency in software necessary to conduct FDR's, including, but not limited to, TeamMate+ and Microsoft Office's suite of programs, such as Excel, Word, Teams and Access database. Continuously seeks opportunities for growth and development through training courses and individual research.
5%	M	May assist the Administrative Chief and management on a variety of administrative projects and assignments. Conducts special assignments, attends meetings, and completes administrative tasks as they relate to IOAI's strategic goals and initiatives.
5%	M	Performs other related duties, as needed.

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

The incumbent directly supervises four Associate Governmental Program Analysts. Also provides functional direction to staff members with respect to FDRs. Receives direction and supervision from the Administrative Chief, a Staff Services Manager II.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Principles, practices, and trends of public and business administration.
- Principles and techniques of personnel management and supervision, development, and training.
- Principles and practices of employee supervision, development, and training; program management.
- Federal and state policies and FDR program requirements.
- IOAI resources: Policies & procedures; IOAI's strategic plan.
- Department's Equal Employment Opportunity objectives.

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Ability to:

- Support and train staff and provide guidance to external partners and consultants.
- Interpret and apply state and federal laws and standards.
- Collect, manage, and analyze data before making recommendations to key stakeholders and leadership.
- Manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact and maintain a high level of professional integrity.
- Demonstrate a high level of organization and attention to detail.
- Work with diverse stakeholders from a wide variety of professional backgrounds and experiences.
- Multi-task, meet deadlines, be persistent, and solve problems as they arise.
- Work collaboratively with team members and stakeholders.
- Demonstrate strong analytical, critical thinking, and interpersonal skills.
- Evaluate and assess financial data in accordance with established criteria.
- Be flexible and adapt to rapid changes in priorities and work assignments while maintaining excellent customer service.
- Work independently and to take initiative in managing workload, improving processes, and proactively mitigating potential issues.
- Demonstrate excellent oral and written communications skills, with experience presenting complex or controversial information to all levels both internal and external to the organization.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent has a major responsibility to ensure the principles, practices, and program requirements of financial document reviews (FDR) are adhered to. The SSM I is responsible for the day-to-day supervision of staff members conducting financial document reviews. A deficiency in the SSM I judgment may result in a continued lack of fiscal integrity, compliance with policies, procedures, and statutes. It may result in inefficient and ineffective management practice and the continuation of uneconomical or unproductive programs.

PUBLIC AND INTERNAL CONTACTS

Develops and maintains cooperative working relationships with staff within IOAI and collaborates effectively with the Division of Procurement and Contracts staff, consultants, and other divisions. The incumbent is a designated program representative for FDR related business and other various projects. The incumbent interacts with Department employees, all levels of management within the Department, external agencies, other governmental offices, and the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent works under various levels of time, resource, and other constraints. The position requires that the incumbent remain calm when dealing with difficult or emotional situations, or persons who are upset or angry. The position requires sitting at a desk or computer screen for reasonable periods, reviewing work documents, typing, walking, bending, stooping and lifting items of up to 25 pounds.

WORK ENVIRONMENT

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans' evolving telework policy. IOAI supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. All commute expenses to the headquartered location will be the responsibility of the selected candidate. The incumbent will work in a climate-controlled office and telework environment under artificial lighting. The incumbent may be required to sit for long periods of time using keyboard and computer.

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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

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