

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Administration	
WORKING TITLE Administration Executive Liaison	POSITION NUMBER 904-001-4800-XXX	REVISION DATE

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 Deputy District Director, Administration, the Staff Services Manager I (SSMI Specialist), Administration Executive Liaison serves as the primary administrator for the Deputy's day-to-day operations, ensuring that the Deputy's time and program management, communications, leadership, and decision-making functions are optimally effective. The incumbent is responsible for nonsupervisory staff specialist in high-level Core Strategic and Business Planning and Performance Measures program development and coordination. The incumbent is responsible for review, analyses, and recommendation of final products for a variety of sensitive business and organizational initiatives; Provides expertise, continuity, and quality to the processes that drive performance of the Administrative division. This position requires professional expertise in written and verbal communication as well as a high degree of confidentiality, integrity, independence and strategic reasoning; requires a high level of confidentiality that must be observed when addressing sensitive matters and works quickly and independently to conduct research and prepares responses. The incumbent will lead various administrative and analytical tasks and duties, requires a high level of confidentiality and responsibility, in addition to specialized knowledge of the Department's operations and organizational structure; awareness of current issues; and an ability to establish good working relationships. The incumbent must maintain a proactive, open, and solution-focused mindset, successfully and independently lead assignments and tasks.

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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, Innovation, Pride)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Equity, 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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Strengthen Stewardship and Drive Efficiency - Engagement, Pride)
- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity, Pride)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Pride)

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- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	<p>The incumbent is responsible to conduct special administrative and research studies on a wide range of subjects related to the overall management and operations of Administration Division, as well as special projects. This includes researching and preparing monthly, quarterly and annual updates and any requested changes and additions for the Annual Performance Plan, Strategic Plan goals, District Strategic Action Plan goals and program matrix relating to Administration. Incumbent is responsible to provide leadership and support to Administration Office Chiefs and Deputy District Directors, as needed.</p> <p>Incumbent is responsible to perform expert analysis and recommendation on a full realm of core strategic and business planning issues in order to recommend, develop, and implement business process improvements; defines new operational strategies, working with DDDA and executives on special projects to completion.</p> <p>The incumbent participates in policy development by the management team to implement related efforts. Incumbent is responsible to analyze data, prepare effective presentations and display of information and the ability to evaluate and monitor activities in partnership with expert functional managers. The incumbent is responsible to create original content consistent with the District's goals and objectives, build and develop relationships with all employees for increased efficiency and implement effective responsiveness into existing operations.</p> <p>Assist in defining new operational strategies, working with DDDA and executives on special projects to completion.</p>
30% E	<p>Incumbent serves as the primary contact for the coordination and monitoring of progress towards achieving performance goals and strategic planning initiatives. Incumbent has the overall responsibility to review, prepare, monitor and manage program compliance deliverables on a monthly basis, work with Deputy District Directors, HQ and employees to obtain goal measurements.</p> <p>Incumbent is responsible to research issues and prepare administrative reports. Develops the DDDA's monthly Executive Summary. Collaborates with Administration Division and others to ensure timely completion of action items resulting from meetings, drills and mandates. Develops presentations, communication plans and leads initiatives. Incumbent is responsible to maintain confidential and administrative files and work on special projects as assigned. Prepare reports on various operational and organizational issues for the Administrative Divisions. Evaluate operating administrative problems and procedures and assist in the implementation of new programs/procedures.</p> <p>Establish systems for compiling and tracking performance measures, and validating results. Responsible for development and maintaining a variety of quarterly report and automated dashboards documenting performance. Incumbent is responsible 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 the District. This will include development of dashboard models that will be ongoing performance indicators for statewide programs.</p>

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30%	E	<p>The incumbent is responsible to provide leadership and guidance with ongoing process improvements, including ongoing development of the Division Strategic Action Plan, such as emergencies and contracts. The incumbent is responsible to work with the DDDA to develop and review strategies to ensure D4 Administration responsibilities and initiatives align with the district and department strategic plan and the desired outcomes.</p> <p>The incumbent will work with the DDDA Deputy to provide on-going analysis and compliance to maximize use of resources, monitor performance to help improve compliance and other metrics required to ensure goals and objectives are met – and provide monthly and sometimes weekly briefings and reports.</p> <p>The incumbent is responsible to develop and deliver complex presentations material including, charts, graphs and other data representing new, current, and historical trends. Incumbent is responsible to provide internal communication throughout the District regarding compliance measures, update, policies, procedures, mandates, etc.</p>
10%	M	<p>Incumbent may serve as a representative for meetings, events and committees or for other functions as delegated. Incumbent is responsible to brief the DDDA on actions taken during his/her absence.</p>

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

This position does not supervise; however, the incumbent may be requested to attend meetings and present material in the absence of the Deputy District Director, Administration.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

A comprehensive knowledge of Caltrans Departmental programs areas,.

The incumbent must demonstrate a high degree of responsibility involving complex administrative functions; high level of confidentiality and responsibility in addition to specialized knowledge of the Departments operations and organizational structure; an awareness of current issues; contact with high-level State/Federal and Local Agencies, the Legislatures, the California State Transportation Agency, the Governor's Office and numerous external organizations.

The incumbent is responsible to study and review the activities of the departmental programs to assist in determining conformance with administrative policy - the level of work required for this position is considered advanced and the incumbent must be able to work under minimal direction using good judgment and discretion. Must be able to read and understand a variety of documents.

Must have the ability to multi-task, adapt to changes in priorities and assist in the production of completed staff work.

Must be customer service orientated due to the opportunity for interaction with people at all levels with the organization - it is very important that the incumbent possesses the ability to work with others in a positive manner.

Must deal effectively with pressure while maintaining focus and remaining professional even under adversity.

Must have strong leadership skills and be a broad thinker who can navigate details.

Assertive and confident, while being open-minded.

Must possess the ability to prepare clear and concise reports, communicate effectively, both written and orally with all levels of staff, deal tactfully with all parties in stressful situations, make timely decisions, prioritize critical programs, and excel in conflict resolution.

Must possess strong analytical skills with a special emphasis on accurate interpretation of information.

Must demonstrate ability to: Analyze and solve the most difficult problems within the division, develop technically sound alternatives and solutions to all office problems; develop new policies, procedures, organization changes or revisions; convey ideas and thoughts clearly and logically, both orally and in writing; and negotiate and discuss technical business management office subject matter with vendors, contractors and other governmental agencies.

Must be able to establish guidelines and controls to assure that activities are being effectively accomplished.

Must be an effective team member, and must be able to communicate effectively, both orally and in writing. Open communication is critical with District, Support District, Headquarters management and staff.

Must have excellent communication skills and present ideas and information effectively, both in oral and written formats; must be able to present the Department effectively in a variety of complex and sensitive environments.

Must effectively contribute to the Department's Equal Opportunity objectives.

Must possess the following analytical requirements: analyze and understand the implications of law, policy, rules, contracts and legislation pertaining to Caltrans activities.

Must be able to develop and evaluate a variety of alternatives when faced with management challenges and be able to prepare and present findings and recommendations.

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Must be able to evaluate and consider all factors and effectively develop action to react to any changes.

Must be able to reason logically and creatively and utilize a variety of analytical techniques in developing realistic conclusion and effective solutions to complex problems.

Must be able to recognize potential programs and initiate or make recommendations for corrective measures.

Must be able to research, analyze and make recommendations on a broad range of general administrative issues and problems.

Must be able to negotiate settlement of complex issues to the satisfaction of all parties.

Must have comprehensive knowledge of the Department's entire development and control process, including principles of administration, organizational and management practices.

Must have the ability to analyze data, develop and evaluate alternatives.

Must possess the ability to express and present ideas and information effectively, develop and maintain good working relationships with management, staff, the general public, and community organizations.

Must have the ability to make presentations, use of good judgment for project analysis and be able to handle multiple priorities.

Must have the analytical skills to handle a variety of personnel and management problems. Must be able to analyze situations in an impartial manner, develop alternatives and recommend an effective course of action.

Should be familiar with modern technology and its application in the Department.

Must be able to develop and maintain collaborative relationships with internal and external customers; handle sensitive and confidential information; conduct investigations; prepare and deliver presentations to small and large groups; act in a lead capacity; prepare clear, concise reports with meaningful statistical data; be proficient in using a computer with programs such as Word, Excel, Access, etc.

Ability to analyze various situations that arise and determine an effective course of action.

Must be able to prioritize workload to meet deadlines.

Analytical skills are necessary in order to research and accurately apply appropriate laws, rules and policies and make sound recommendations.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will be responsible for a continuing array of complex fiscal decisions that are fundamental to the effective operation of the District, such as allocation of positions and operating expenses. Failure to exercise correct and timely decision-making would adversely affect the delivery of the District's program and put the District and Department in violation of both Federal and State regulations on the expenditure of funds. Sanctions could potentially be imposed or millions of Federal Highway dollars could be lost. Incumbent is responsible for ensuring that all transactions and requirements are within appropriate delegations. In addition, incumbent is responsible for implementing policy, establishing work priorities and training employees in the units under his/her supervision. Inappropriate decisions and recommendations can have a direct, adverse impact on the departmental program which could result in the loss of effectiveness in those programs, including over or under expenditures of funds. This could cause embarrassment and possible loss of the use of funds, adversely impact future funding levels, and loss of delegations. Incumbent has responsibility for providing a positive image of the Department. Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a management liaison, must maintain excellent working relationships with other managers to assure reputation and credibility of the District remains impeccable.

PUBLIC AND INTERNAL CONTACTS

Maintains communication with all levels, including executive management, Districts and programs within the Department, public and private agencies. Maintains communication with special transportation interests external to the Department, including federal and state legislators, staff of the Governor's Office, California State Transportation Agency and high-level transportation stakeholder organizations. Incumbent has internal contacts with all levels of District and Headquarters staff. The incumbent will routinely advise District Executive Management on various issues and has primary responsibility for making and/or recommending action, and responding to inquiries from various areas. Incumbent must have good communication, telephone and e-mail skills and be able to deal with others in a courteous and professional manner.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time while using a keyboard and video display terminal or traveling in a vehicle to other locations; 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 difficult situations and respond appropriately, tactfully, and professionally. And must be able to work independently. The incumbent will be required to move about in their daily supervisory activities on different floors and in multiple buildings. The incumbent will have to concentrate on highly technical details and successfully implement solutions. The incumbent will be expected to be emotionally and mentally capable of responsibly caring for state resources under their control and treating others with courtesy and respect. Must be able to determine and execute an effective course of action while under pressure. Must be able to organize and prioritize large volumes of varied documents and tasks. Must be able to sit and/or stand for long periods of time and perform tasks utilizing a personal computer and telephone. The workload is subject to frequent, substantial, and

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unexpected changes within a short time period. Requires ability to resolve emotionally charged issues reasonable and diplomatically. The incumbent must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses. Must have the ability to apply sound judgment in problem solving. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to create a work environment that encourages creative thinking and innovation. May also be required to speak in front of large groups or represent the department at various meetings. Employee will be required to sit for long periods of time using a computer keyboard and terminal, or while traveling in a vehicle; must have ability to develop and maintain cooperative working relationships; be a self-starter; respond appropriately in difficult situations.

WORK ENVIRONMENT

Incumbent will work in a climate-controlled office under artificial lighting; however, due to unexpected heating and air conditioning problems, building temperature may fluctuate. The incumbent will also be required to travel between the District Office, Headquarters, and other districts to attend meetings - occasional overnight travel may be required.

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
