

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION District 11/Maintenance/Maintenance Support	
WORKING TITLE Maintenance Administrative Manager	POSITION NUMBER 911-602-4801-001	REVISION DATE 09/16/2024

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 Division Chief, Maintenance, a Supervising Transportation Engineer, the Maintenance Administrative Manager (MAM) is responsible for administrative management; organizational evaluation and effectiveness, and supportive services associated with personnel, budgets, resources, emergency responses, and support activities of the Maintenance Division. This position functions as a supervisor and directly supervises subordinate staff. Performs varied and complex analyses and evaluations of the various functions, activities, and processes of the Maintenance Division, and collaborates and coordinates with the Maintenance Division and Maintenance Engineering & Asset Management Division (MEAM) management to ensure operational and fiscal effectiveness, efficiency, and accountability. Must have the capability to anticipate future trends to connect or link Caltrans' vision to Program activities.

CORE COMPETENCIES:

As a Staff Services Manager II, S, 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action - Engagement, Equity, Innovation, Integrity, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, 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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

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- **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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
35%	E	Reviews and analyzes divisional human resource and fiscal management practices, processes, and guidelines for their effectiveness and compliance with Department policies, established business and professional standards, and develops a framework that ensures accountability. Human resource and business practices include, but are not limited to personnel services and hiring, training development and implementation, employee engagement and safety, performance evaluation, innovation, recognition, and the overall work environment. Other practices include operating expense management, resource utilization, and budget reconciliation. Reviews and approves analytical and procedural documents, reports, and summaries to support process improvements.
35%	E	Directs and leads assigned staff in the evaluation and review of the Division's field maintenance financial and operating practices and procedures, examines and audits financial and resource reports including documentation and records management to ensure their effectiveness and compliance with Department and Division policies, procedures, guidelines, and accountability. Identifies and prioritizes issues/needs requiring attention.
35%	E	Directs and oversees the planning, management, and performance of activities including but limited to roadside management practices for the Division, Integrated Maintenance Management System (IMMS) to inventory, analyze and evaluate the Division's performance, Signal & Lighting and other utility assets inventorying, and the development and coordination of Electrical and Delegated Maintenance Agreements, Hazardous Materials coordination and contract compliance, emergency operations support, safety review and compliance, and equipment coordination and utilization. Tracks and monitors associated expenditures, including contracts, to maintain allocated budgets.
15%	E	Reviews, analyzes, and evaluates the Division's field maintenance performance using data management systems including IMMS, Datalink, or other budget management systems, and reviews and approves monthly status reports. Responsible for ensuring the coordination, planning, directing, and management of program activities with a focus on region, zone, and area performance goals. Direct, manage, coordinate, and facilitate communication with Region Managers for adjustments as needed, and provides recommendations for improvements. Ensures that key reporting processes are in place to provide meaningful interpretive data for effective management of resources and decision-making.
15%	E	Supervises, hires, develops, and trains staff. Clearly communicate the organization's mission, vision, strategic plan, and strategies. Ensures staff are familiar with the Letter of Expectations (LOE) and Department policies and directives. Provides staff the resources needed to perform their duties successfully (e.g., tools, equipment, materials, training.) Schedules work assignments, establishes priorities, and directs the work of staff, making adjustments as necessary due to changing priorities of the District and Department. Provides feedback on job performance to the employee that entails critical, constructive, and oral and written feedback through the regular monitoring of their productivity and workload. Prepares timely probation reports, annual performance reviews, and individual development plans; provides training opportunities within the unit. Ensures staff attend mandated training. Takes the necessary, appropriate actions to address performance issues; works with the District Discipline Manager and the Office of Discipline Services to address all issues immediately.
10%	E	Works closely with managers at all levels in the Division and District to assess resource needs and actions that facilitate planning and programming within appropriate time frames. Identifies and proposes change management plans to management for implementation and ensures that key reporting processes are in place to provide meaningful interpretive data for effective management of resources and decision-making. This reporting is critical in the development and preparation of reasonable and feasible resource plans, and communication of those plans to appropriate parties and partners. Develops and monitors short- and long-term strategic management plans relative to the various facets of the Maintenance Division and in alignment with the Department's Mission and Vision to achieve the Goals and Objectives.

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5%	M	Performs other work commensurate with the Staff Services Manager II classification. Participates and supports other Maintenance Division activities to help achieve the Program's and Department's objectives and goals.
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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 professional and clerical staff, the Maintenance Resource and Maintenance Support sections led by Staff Services Manager I's (SSMI) and Maintenance Manager I's (MMI), as well as occasional student assistants and retired annuitants.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be knowledgeable of Caltrans' Mission, Vision, Goals, and Policies; Caltrans equal employment opportunity objectives and a supervisor's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; program management, principles and practices of employee supervision, development, and training; governmental functionals and organization at the State level. Must have the ability to provide a vision for the development of actions that address identified risks and opportunities within the Department. Must have broad administrative abilities to identify issues or conflicts in policy or direction to the Department, internally or externally, and develop a means of resolution. Must be familiar with Caltrans' organizational structure and major work programs. Must have a strong administrative ability as well as the ability to identify technical safety, health, managerial, and administrative problem areas: identify solutions, alternatives, and guide management in the correction of safety and health problems and/or law violations, the prevention of accidents, and the control of human resource and property damage losses. Must have the ability to communicate effectively in both oral and written form; encourage and support innovation; develop and implement process improvements; foster a team environment; and effectively manage workload.

Ability to 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.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Decisions and actions at this level affect Caltrans' image and the ability to produce the desired results. Good judgment, tact, ethical conduct, and the ability to communicate effectively are expected. Errors will have a significant impact on the internal and external operations of the Department.

Responsible for taking independent action and initiative in carrying out regularly assigned duties relating to developing division resource management and administrative support. Failure to meet commitments as prescribed by Federal, State, and local mandates could result in loss of funding and damage to the Department of Transportation's credibility, leading to conditions that may endanger the traveling public and increase liability. Not considering all factors could lead to inconsistent or inappropriate decisions affecting safety, traffic, and operations, which could result in economic losses to the State and highway users, and could negatively impact the population of California. Errors or ineffective decisions on the part of this position could expose Caltrans to criticism and seriously restrict the operating capability and flexibility of the Maintenance Division and District 11.

PUBLIC AND INTERNAL CONTACTS

Will have extensive contact with the District Division Chief of Maintenance, the District's Executive Management Team, District supervisors, Headquarters, and other District and/or Region Staff. May also have contact with various public entities, including contractors, other local governmental offices, and occasionally members of the public.

Must interact with others in a positive, open way that builds lasting relationships. Respects all individuals and different points of view. Works across Headquarters and Districts to promote collaboration and share knowledge. Builds external, collaborative relationships with stakeholders and partners.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for long periods of time using a personal computer. Must be open to change and new information, adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Must adapt rapidly to new situations warranting attention and resolution. Must be able to deal effectively with people using tact and good judgment. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance.

WORK ENVIRONMENT

While in the office setting, works in a climate-controlled environment with natural and artificial lighting. Multi-floor buildings are equipped with elevators and stairs. The work environment includes constant interaction with a diverse group of customers and co-workers. The environment requires considerable flexibility in managing time, priorities, and assignments. May be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Must possess a valid driver's license to operate a State owned or leased vehicle.

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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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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