

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION 85/EEOP/Data and Mandated Reports Unit	
WORKING TITLE Data and Mandated Reports Unit Manager	POSITION NUMBER 900-040-4800-XXX	REVISION DATE 08/21/2024

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 direction of a Staff Services Manager (SSM) II, the SSM I is responsible for managing and leading a team of analysts who develop and maintain the Department's Equal Employment Opportunity Program's (EEOP) mandated reports, perform research, analysis, and data visualization on EEOP topics, and collaborate internally and externally in support of EEO and Diversity, Equity, and Inclusion (DEI) activities. The SSM I develops internal and external partnerships supporting a collaborative approach to EEOP activities, and effectively communicates insights from a dataset through storytelling using narratives and visualizations.

The incumbent must have a thorough knowledge of the Department's EEO Director's Policy (DP) and Deputy Directives (DD) and Equity Statement, Title VII of the Civil Rights Act of 1964, Fair Employment and Housing Act, Government Code (GC Sections 12920-12951), Code of Federal Regulations (CFR 23), and DEI principles and initiatives. EEOP is a critical partner implementing the Department's Equity value and leading diversity and inclusion, tackling matters regarding discrimination and harassment proactively and holistically. Travel may be required. Duties of the position include, but are not limited to:

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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - 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, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Fostering Diversity**: Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity)
- **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, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity)
- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity)

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- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	Provides supervision, guidance, and subject matter expertise to analysts who develop and maintain various EEOP reports for the Department using programs such as Excel, Microsoft Access, Filemaker, Smartsheet, Azure, Sharepoint Lists, other common databases. These Federal, State, and Departmental reports include, but are not limited to: Workforce Analysis, Affirmative Action Plan, EEO Plan, Annual EEO Poster initiative, Division of Rail & Mass Transit Sub-recipient EEO Plan Management, CalHR EEO Plan, Veteran Status Survey, EEO-4 Report, Program Review, Disability Status Survey, Annual Self Assessments, and EEO Assurances Part II.
30% E	Provides technical expertise in resolving complex issues and tasks; leads the on-going maintenance and support of automated systems to ensure the systems continue to meet Department business needs, such as, but not limited to, the creation and implementation of conventional data training needs for operations. Provides supervision, guidance, and subject matter expertise to staff who are responsible for a wide range of research, analytical, and data visualization duties which center around complex statistical data and research related to the EEOP. This includes but is not limited to the development and maintenance of an equity assessment dashboard, Discrimination Complaints Investigations Unit (DCIU) dashboard, training dashboard, EEOP Goals dashboard, EEOP Accomplishment dashboard, DEI Key Performance Indicators (KPI) dashboard, ad hoc data visualization and ad hoc reports.
15% E	Coordinates and collaborates with internal and external partners to support EEO and DEI activities throughout the Department. Acts as the coordinator for engagement to support activities stemming from mandated report findings. Attends internal and external meetings representing EEOP and capturing lessons learned and knowledge shared by partners.
15% E	Ensures a productive and safe work environment, provides staff the necessary guidance to perform their jobs, keeps abreast of new policies and procedures that impact their assigned work, and encourages staff to improve processes, offer innovative solutions, and take risks. Hires qualified staff necessary to provide timely delivery of services and products. Trains, develops, evaluates, mentors, and disciplines staff. Uses objective criteria when dealing with performance, operational, and administrative issues. Analyzes and independently resolves a variety of complex technical administrative support issues and/or problems. Ensures all subordinate staff are committed to always providing quality customer service with the goal to meet customers' needs. Keeps management apprised of deadlines, concerns, and relevant and sensitive topics.
5% E	Manages the review, revision, and implementation of desk manuals, work-plans, and procedural guides. Independently performs process reviews for improvement, accuracy, and quality. Works closely with management from other branches of the office to ensure established processes are efficient and effective. Performs special studies and prepares reports on various operational and organizational matters. Reports, guides, and projects must be accompanied by well researched alternatives and a recommended course of action when necessary. Takes initiative to seek updated policies and information, interpret findings, and develop quick reference guides for EEOP staff.
5% M	Acts in the absence of the SSM II and provides supervisory assistance to other EEOP staff when 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

This position supervises a team of analysts and may be required to act in the absence of the SSM II Branch Manager.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: Principles, practice and trends of public and business resource management and monitoring, including management and supportive staff services such as budget, personnel, management analysis, planning, and program evaluation,

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or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and Department's goals and policies; governmental functions and organization at the state and local level. Must also possess a thorough knowledge of the Department's mission, vision, goals, and programs; laws, rules, and policies of the State of California and the Federal government relating to program delivery functions.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex staff services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the Department's equal employment objectives. Demonstrate ability to act independently and have an open mind.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The SSM I is the first-line supervisor for staff responsible for carrying out regular assigned duties related to EEO data and mandated reports.

Failure to carry out the responsibilities of the position will result in customers not delivering critical program components. Errors could result in the Department failing to comply with administrative laws and rules.

The incumbent manages all EEO mandated reports and data visualization, in addition to assisting with resource and administrative functions. If the information is not correct and timely, it can have a major impact on program-wide management decisions and could adversely affect the program's operations, including but not limited to loss of funding, delegation authority and credibility with stakeholders.

PUBLIC AND INTERNAL CONTACTS

Has daily contact with all levels of employees in EEOP and various other programs located throughout the state, as well as outside vendors.

The incumbent must work in partnership with various interdisciplinary teams comprised of varying degrees of classifications within EEOP and Caltrans. Responsible for providing policy, guidance, and briefings to EEOP staff. The incumbent must also work closely with other departmental staff such as Human Resources, Budgets, Administration, and Facilities staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal or reviewing written documents. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Employee must be able to sustain concentration levels needed for reviewing material, auditing, problem-solving, and reasoning. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; ability to resolve emotionally charged issues reasonably and diplomatically; consider and respond appropriately to the needs of different people in different stations; and be tactful and treat others with respect.

Incumbent behaves in a fair and ethical manner towards others and demonstrates a sense of responsibility and commitment to public services; values cultural diversity and other individuals' differences in the workforce; and ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner.

WORK ENVIRONMENT

While at the base of operation, the incumbent will work in a climate-controlled office under artificial light. There will be occasional fluctuations in building temperature. The work site may have limited viewing access to the outdoors and the incumbent may be assigned cubicle space as a base of operation. The incumbent will periodically attend meetings and/or training outside the office. Working hours may be set sometime between the hours of 8:00 a.m. to 5:00 p.m.

The incumbent may be required to travel to other State offices for training purposes including district offices and field offices throughout the state.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans' 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, as determined by the Department. The selected candidate may be required to travel to the headquartered location. All expenses to travel to the headquartered location will be the responsibility of the selected candidate.

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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