

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Non-IT Service Contracts, Maintenance Branch	
WORKING TITLE Branch Chief	POSITION NUMBER 702-019-4800-XXX	REVISION DATE 07/2024

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 Staff Services Manager II (Office Chief), the Staff Services Manager I (Branch Chief) provides direction and leadership for a contracts branch, functions as a working supervisor managing, directing, and overseeing the work of assigned staff, and acts as liaison with the Caltrans districts, divisions, and headquarters programs regarding interpretation of current laws, policies, and procedures. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, demonstrate a positive attitude, ability to build and maintain strong relationships, and a commitment to providing quality service that is accurate, timely, and exceeds customer's expectations.

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. (Advance Equity and Livability in all Communities - Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **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. (Advance Equity and Livability in all Communities - Integrity)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Advance Equity and Livability in all Communities - Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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 - Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Integrity)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence - Integrity)

TYPICAL DUTIES:

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

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40%	E	As a Branch Chief, the incumbent is responsible for managing, directing, organizing, assigning, and reviewing the work of assigned staff engaged in acquisition of service contracts. The incumbent reports to the Office Chief on critical issues and activities relating to the areas assigned, reviews, approves, and executes acquisitions ensuring they are processed in accordance with current laws, policies, and procedures, and reviews database entries for accuracy and timely input. The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management, and supervision, and communicates regularly the importance of customer service and how the mission of the Division directly affects the mission and goals of the Department.
20%	E	Provides direction and consultation to Caltrans districts, divisions, and headquarters program staff on a variety of contracting issues, takes a proactive approach in finding innovative solutions to their contracting needs and ensures timely processing of their requests. Duties include but are not limited to answering questions on the telephone, attending meetings when required, and representing the department before control agencies. Meets with Departmental staff to resolve questions and concerns.
20%	E	Participates in staff training and development activities. Interviews, recommends for hire, trains, and develops staff, and evaluates staff performance.
10%	E	As a member of the Division of Procurement and Contracts (DPAC) management team, regularly participates in staff meetings and related efforts to improve the Division's operational efficiency. Represents DPAC at various internal and external meetings and makes presentations to DPAC staff and customers as assigned.
10%	E	Independently performs the most difficult analytical staff work on sensitive and/or controversial processes.

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 a staff of up to eight Associate Governmental Program Analysts and/or Staff Services Analysts and up to two Office Technicians.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent should be knowledgeable of the Department's mission, vision and goals, applicable program laws, rules, policies and trends relating to acquisition of services. The incumbent must be knowledgeable of supervisory practices including personnel and equal employment opportunities.

The incumbent must have excellent skills in verbal and written communication, organization, problem-solving and analyses. The incumbent must possess workload management skills to produce quality products and complete assignments on time. The incumbent must be able to analyze complex and difficult administrative problems relative to procurements and administration of service contracts that may affect Districts, Divisions, and Programs. The incumbent must have ability to recommend effective courses of action and ensure timely implementation. The incumbent must be able to make effective presentations and competently represent the Division before the Department, other agencies, industry advocacy groups, and the business community. Administrative problem solving skills are required to prepare and present findings and recommendations on new procedures, guidelines, and instructions.

The incumbent must have the 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 management 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, develop, 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 opportunity objectives.

The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs, and possess good judgment in procedures and selection criteria for the hiring of staff.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must be able to exercise good judgment to fulfill their comprehensive responsibilities. The necessity that

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acquisitions adhere to legal requirements makes these positions extremely sensitive. An inaccurate interpretation or application of the law, failure to implement proper controls or the inability to eliminate errors could result in violation of statutory requirements. The consequence of violations include delays and increased project delivery time due to protested acquisitions processes, a loss of federal monetary participation, betrayal of public trust, embarrassment to the Department, lawsuits against the Department or Department personnel, and loss or reduction of the operational delegation from the Department of General Services.

PUBLIC AND INTERNAL CONTACTS

The incumbent will represent the Department on procurement and contract matters before the Department of General Services, other state and local agencies, consulting firms, industry advocacy groups, the business community, and the general public. The incumbent independently confers with all levels within the Department on matters relative to the administration of acquisition procurement, contracting processes and procedures. The incumbent is in regular contact with the Caltrans Legal Division, Office of Business and Economic Opportunity, Maintenance field offices, and Headquarters and District staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Must be able to deal effectively under pressure, maintain focus and intensity even under adversity. Must be open to change and new information, and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles.

WORK ENVIRONMENT

The base of operation is a climate-controlled open office with artificial light. Office space consists of modular furniture appropriate for this classification. Overtime may be required, travel may be required to perform training and partnering activities in the Districts and HQ Programs. Vacation restrictions may be imposed during peak workload and fiscal year end closing. May support teleworking.

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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