

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION District 1/Administration/Business Services	
WORKING TITLE Chief, Business Services	POSITION NUMBER 901-001-4800-xxx	REVISION DATE 09/24/2024

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 Chief, Budgets Management, a Staff Services Manager II, the incumbent has full responsibility for management support and direction of Space Management, Security, Custodial Services, Mailroom, Reception and Records Retention. The position supervises and directs the activity of a group of professional, clerical staff and custodians.

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, 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 - Integrity, 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 - Equity, Integrity)
- **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, 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, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- **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 - Integrity, 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 - Equity, Integrity)
- **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 - Engagement, Pride)

TYPICAL DUTIES:

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

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45%	E	<p>Space Management: Review all requests for new or additional space for conformity and compliance to policies and guidelines. Plan, organize, and direct the space management consistent with District and Departmental requirements, priorities, and needs for District 1 including oversight of cubicle modifications.</p> <p>Business Services Coordination: Oversee the work performed by staff planning for the District 1 Main Office complex for the comfort, health and safety of employees working in the District 1 Main Office complex.</p> <p>Oversee the management of a wide variety of service contracts, tracking and monitoring progress of the contractor's work. Oversight of contract budget management in conjunction with the Chief, Facilities Management. Oversees contract compliance by the District 1 cafeteria vendor.</p> <p>Responsible for the application of established Caltrans' standards, guidelines, and procedures in operating District facilities. Direct the activities of contractors (security guards and various tradesmen) and staff to keep the District Office Complex buildings and grounds clean, safe, and secure. Ensures compliance with external control entities' Rules and Regulations pertaining to facility operations.</p>
30%	E	<p>Security: Oversee the District Security Coordinator on facility issues. Act as a responder when necessary in security matters, and work with the IS Security personnel and the contractor to determine security needs, develop alternatives and solutions in order to provide employee, facility, and property protection and loss reporting.</p> <p>Emergency Action Coordination: Develop and implement the District Emergency Action Plan. Establish command center and coordinate the District response to an emergency situation necessitating the evacuation of the District Office Complex, or any portion thereof. Ensure compliance with rules and regulations pertaining to the placement of emergency response materials, such as fire extinguishers and first aid kits.</p>
20%	E	<p>Reception/Mailroom/Records Retention: Direct the activities of staff performing reception duties for the District Office which include answering phone calls, customer service, Auto Pool and other duties as assigned. Direct the activities of staff performing the mailroom duties for the District Office complex and outlying Department of Transportation satellite offices in the Eureka area. Oversee the Records Retention Coordination for the maintenance, retention, preservation and disposal of District 1 records in accordance with the State Administrative Manual (SAM).</p> <p>Custodian Crew: Oversee the work performed by the District custodian crew to maintain the comfort, health and safety of employees working primarily in the District 1 Main Office complex and secondary as a backup in the District Office Addition, 6th Street Annex, Lab and Shop.</p>
5%	M	<p>Attend mandated and recommended training, serve on various District and/or Statewide committees as needed, and provide back-up for other Administration division chiefs and delegation for the SSMII and DDDA role as required.</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

Supervise the work of a group of professional, clerical, and custodial staff, as well as occasional retired annuitants.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of the laws, principles, practices, and trends of facility management, budgeting, public administration, Department policy, current management and supervision principles and all pertinent laws, rules, and MOU's. Must understand the principles and practices of employee supervision, development, and training. Must have an ability to develop an effective team of subordinates, to provide support service to the District. Must be able to establish guidelines and controls to assure that activities are being effectively accomplished. Must effectively contribute to the Department's Equal Employment Opportunity objectives. Must be able to 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.

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Ability to: communicate ideas and information effectively both orally and in writing; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; make decisions and take appropriate action; establish guidelines and maintain priorities to assure activities are being effectively accomplished; gain and maintain the confidence and cooperation of others.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Chief of Business Services is responsible and accountable for all actions in the Business Services Branch. Activities which are managed poorly could compromise the health and safety of employees in working facilities, could result in the exercise of illegal activities, inappropriate allocation of resources, over-expenditure of budgeted resources, the inability to account for expenditures, and other situations or conditions which could result in the misuse of Public Funds or trust. Support for Departmental efforts could also be adversely impacted or lost.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have continuous, daily contact with the Chief, Budgets Management, other District Management staff, District supervisors, as well as Headquarters and other District and/or Region Staff. The incumbent will also have contact with various public entities, including contractors, vendors, other local governmental offices, and occasionally members of the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

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 behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. Must be able to work effectively under high-priority time lines. Must be able to deal effectively with people using tact and good judgment, and must be able to deal effectively with difficult and sometimes angry individuals, while maintaining a calm and professional demeanor. 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

Incumbent may be required to sit for long periods of time using a desktop computer or laptop. Incumbent will work in a climate-controlled office under artificial light utilizing modular furniture. Incumbent may be required to travel and work outdoors and may be exposed to dirt, noise, uneven surfaces, and/or extreme heat or cold.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans 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. Business travel may be required and reimbursement considers an employee's designated headquartered 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.

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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.)

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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