

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION 56/Maintenance/Material Management & Acquisitions	
WORKING TITLE Material Distribution and Systems Branch Chief	POSITION NUMBER 913-700-4800-918	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 Office Chief, Office of Material Management and Acquisitions, a Staff Services Manager II, the incumbent supervises a group of analysts responsible for system administration for the Material Management & Acquisitions (MMA) system, property control, and specification creation. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Equity, Innovation, Integrity)
- **Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, 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, Equity, Innovation, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, 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, Equity)
- **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 - 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, 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, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
30% E	Supervises analysts responsible for ensuring the functionality and effective utilization of the Material Management and Acquisitions (MMA) System. Oversees the tracking and monitoring of system testing, troubleshooting and enhancements. The incumbent is responsible to ensure MMA interfaces properly with external systems.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

20%	E	Supervises analysts responsible for providing support for 15 District Stores and all MMA users statewide. Analysts are responsible for Whatfix training software, as well as in-person or virtual training sessions. Analysts are responsible to ensure inventory controls statewide such as forecasting, excess inventory, adjustments, etc. Supports the Materials Management Manual and all inventory related guidelines and policies. Supervises staff responsible for Supporting the Headquarters Maintenance Warehouse daily workload (pick list generation, and other MMA support procedures) and MMA portion of the Oracle Business Intelligence (OBI) reporting.
20%	E	Supervises analyst responsible for creating, revising, and maintaining commodity specifications on behalf of the Caltrans Maintenance Headquarters Warehouse, and ensuring specifications are in compliance with all applicable laws, rules, regulations, policies and procedures. Supervises analyst who acts as the Property Control liaison, manages all Headquarters Maintenance Warehouse property control inventory, and will process obsolete products via the Property Survey process. Supervises staff responsible for maintaining and updating subdivision intranet website.
20%	E	Performs administrative functions including recruiting and hiring new staff, evaluates staff performance and prepares timely performance appraisals, training plans, and if warranted, corrective action materials. Conduct group and individual staff meetings to share information, foster teamwork, discuss issues, assignments, and performance. Provides guidance, training, and coaching to staff to ensure completed staff work is achieved on a timely basis and branch communications and activities are consistent with applicable State policies, laws, and regulations. Reports to the Office Chief on critical issues and activities relating to the areas assigned.
10%	M	Represents the Office and Division and participates in meetings with departmental staff, contractors, vendors, and other state and federal agencies on issues related to Material Management.

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 receives general direction and guidance from the Staff Services Manager II. The incumbent directly supervises three staff including Staff Services Analysts and/or Associate Governmental Programs Analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Requires manual dexterity to work with a keyboard/computer and ability to sit for extended periods of time. Knowledge of principles, practices and trends of public and business administration, including management and support staff services; 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; Department's equal employment opportunity (EEO) objectives; and a supervisor's role in the EEO program and the processes available to meet EEO objectives.

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 managers and supervisors or other interested parties on procurement policies; review and edit written reports; establish and maintain project priorities; manage and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.

Must have knowledge of computer software including the Microsoft Office Suite, and a diverse array of computer systems; establish and maintain cooperative working relationships with those contacted in work; analyze situations accurately and adopt an effective course of action; communicate and write effectively; and make recommendations and present alternatives regarding business intelligence reporting or MMA troubleshooting to management and external partners.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must be able to use good judgment and make independent decisions on a regular basis to effectively evaluate problem areas in the MMA system and recommend and implement solutions to those problems.

MMA is the tracking system for material inventory for the Department and to the Division of Maintenance in particular. The incumbent must be capable of exercising good judgment and providing clear and accurate recommendations to management. Failure to properly execute duties may have far reaching impacts to the Department's credibility and could impair field maintenance productivity.

ADA Notice

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels within the Department on matters relative to MMA administrative activities. The incumbent is in regular contact with internal and external partners within Headquarters Divisions 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. Must be able to sustain mental activity as needed for all aspects of supervision and management, problem resolution, report writing, analysis, and reasoning.

Must have the ability to multitask, 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.

Employee must be able to persist, maintain focus and intensity, working within strict time constraints. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

Position requires interaction with many people. It is important that employees work with others in a professional manner. Employee must be able to develop and maintain cooperative working relationships. Employee must be cognizant of the needs, feelings, and capabilities of people in different situations; is tactful and treats others with respect.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. In-state travel may be required related to statewide districts and/or divisions to provide training, and address and resolve issues/concerns regarding MMA.

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