

**POSITION DUTY STATEMENT**

PM-0924 (REV 04/2021)

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION Discipline Services/Safety and Management Services	
WORKING TITLE Office Chief, ODS	POSITION NUMBER 702-015-4801-xxx	EFFECTIVE DATE 10/01/2024

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 Assistant Division Chief, a Staff Services Manager (SSM) III, for Office of Discipline Services, the Staff Services Manager (SSM) II functions as the Office Chief, Office of Discipline Services, and ensures the development and maintenance of a customer-service oriented office. The SSM II demonstrates a positive attitude and commitment to provide quality service that is accurate, timely, and exceeds customer expectations. The SSM II is responsible for the development, management and implementation of the Department's statewide progressive discipline program, ensuring adherence to the highest legal and ethical standards. The SSM II also prepares the most sensitive and complex personnel actions. This is a working Supervisory position.

**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. (Cultivate Excellence - Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Equity)
- **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 - 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 - Engagement)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - 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 - Engagement)
- **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 - Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence - Pride)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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50%	E	Plans, organizes, and directs the Department's statewide progressive discipline program. Ensures that the program and actions meet all legal and ethical standards and timely production requirements. Oversees multiple Staff Services Manager I (specialist) and Analyst positions in the preparation of disciplinary and non-punitive administrative actions, ensuring compliance with all applicable laws and regulations. Ensures proper documentation to support charges in Adverse Actions, Rejections on Probation, AWOL Separations, and non-punitive demotions/terminations. Ensures that actions meet all legal pleading requirements, are properly served, and employees' rights to due process are protected and that they are properly represented by the department at the appropriate entities (SPB, CalHR).
25%	E	Review of Requests for Discipline, corrective memorandum and drafted actions to ensure that the program and actions meet all legal and ethical standards and requirements. Ensures proper documentation to support charges in Adverse Actions, Rejections on Probation, AWOL Separations, and non-punitive demotions/terminations. Ensures that actions meet all legal pleading requirements, are properly served, and employees' rights to due process are protected. Appropriately distributes workload to staff to satisfy timelines and completion of assignments. Consults with executive management statewide on the most complex and sensitive formal actions, and determines appropriate charges which are supported by clear and convincing evidence, recommends level of action, and prepares appropriate type of personnel action document.
20%	E	Completes all administrative tasks relevant to the Office of Discipline Services and its staff. Confers with the Independent Office of Audits and Investigations (A&I), Workplace Violence Prevention, and Equal Employment Opportunity (EEO) management and applies appropriate disciplinary action for substantiated investigations. Maintains accurate records regarding all discipline taken and keeps all records and files organized.
5%	M	Represents the Department before state trial courts regarding the Department's progressive discipline process. May provide presentations and training to programs related to progressive discipline.

<sup>1</sup>ESSENTIAL 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 manager directly supervises multiple Staff Services Manager I Specialists, multiple analysts and one office support staff. In addition, the manager provides statewide, functional guidance to Division Chiefs, District Directors, Supervisors and Managers on the Progressive Discipline process.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must be familiar with the Department's strategic plan, policies, missions, goals, organizational structure and major work programs. Must have strong administrative skills and the ability to identify technical legal issues with the state's progressive discipline process, including the capacity to identify solutions, alternative, and guide management toward decisions that maximize employee productivity and minimize management's exposure to legal liability. Must be familiar with the operation and functions of CalHR and the State Personnel Board, administrative law processes, and be knowledgeable of the California Administrative Code, and the Government code.

Must demonstrate knowledge of the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, and employee supervision, development, training; Caltrans policies and procedures, safety, health, and equal employment opportunity objectives; legal principles and practices with particular reference to the laws governing public officers and agencies, trial an appellate court procedure, and rules of evidence.

Must have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Required ability to reason logically and use analytical techniques to solve difficult personnel problems; to provide effective written documentation and oral presentations; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Improper direction and recommendations could severely impact managers and supervisors' ability to discipline employees, and generate civil actions and severe financial liability to the state and would impact the Department's ability to achieve its mission and goals. This could also result in the loss of management's confidence in the disciplinary process and in other programs within the Division of Safety and Management Services (DSMS).

Errors in judgment related to adverse actions, such as the penalties imposed and any settlement agreements related to those actions, could result in costly back pay, poor relationships with executive staff, managers, supervisors, and the unions. Poor

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decisions and recommendations could result in the loss of credibility with the State Personnel Board and Department of Personnel Administration.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the Division of Safety and Management Services (DSMS) reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

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### PUBLIC AND INTERNAL CONTACTS

The Office Chief confers and negotiates with the Department executive staff, managers, and supervisors, CalHR, the State Personnel Board, and other leaders of state agency discipline programs.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods while using a keyboard and monitor or traveling in a vehicle to other locations. Must be able to organize and prioritize under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems, or difficulty situations and respond appropriately, tactfully, and professionally. Must be able to work independently. Must understand the importance of good customer service and be willing to develop excellent partnerships with managers, supervisors, other divisions, and control agencies.

Long periods of public speaking may be required.

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### WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled area under artificial lighting. There will be occasional fluctuations in building temperature. The SSM II will work in a cubicle and will periodically attend meetings and/or training outside the office. Occasionally, the manager must travel to other cities, some remote, to participate in administrative law hearings and court hearings.

This position is eligible for, and encourages, hybrid telework.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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