

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Office of Driver Certification and Substance Testing	
WORKING TITLE Staff Services I	POSITION NUMBER 702-015-4800-924	REVISION DATE 10/23/2024

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 Office Chief, Office of Driver Certification and Substance Testing (ODCAST), the Staff Services Manager I (Specialist) (SSM I (Spec)) is responsible for ensuring Departmental compliance with the US Department of Transportation regulations, State regulations, the Department's Drug-Free Workplace Policy, collective bargaining agreement provisions, and applicable Federal and State regulations, rules and policies governing the collection of Random, Pre-Employment, Reasonable Suspicion, Post-Accident, Return-to-Duty, and Follow-Up drug and alcohol testing and licensing requirements.

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.

- **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 - Engagement)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (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. (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. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Cultivate Excellence - Engagement)
- **Understanding Others/Motivation:** Understands why groups do what they do and their motivation. Is able to look from multiple perspectives in order to understand others. (Cultivate Excellence - Equity)
- **Negotiation:** Negotiates in a manner that results in positive business outcomes, while maintaining strong relations with the other negotiating member. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Cultivate Excellence - Innovation)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Innovation)

TYPICAL DUTIES:

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

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30%	E	Determine appropriate action to be taken for employees who violate Federal and/or State regulations and policies prohibiting substance/alcohol abuse and/or loss of driver's license. Investigate facts to determine disciplinary recommendations. Prepare and serve Notices of Adverse Action, Letters of Warning, Summary Dismissals and Non-Punitive Actions as deemed appropriate. Determine whether or not Stipulated Settlement Agreements (STIP) should be offered. Review, offer and process STIPs and any requested Voluntary Agreements (VA). Advise employees of their rights and responsibilities regarding rehabilitation/treatment and the Return to Duty process. Advise employees of the terms and conditions of the STIP or VA and requirements for compliance including, but not limited to, timeliness of scheduled Substance Abuse Professional (SAP) evaluation and rehabilitation enrollment, as well as consequences for non-compliance. Refer employees to appropriate contacts for SAP services as required by applicable regulations. Receive, review and process all required SAP documentation. Determine if employees have fulfilled conditions for Return to Duty and establish return dates with appropriate District and Headquarter personnel.
20%	E	Responsible for ensuring Departmental compliance with Federal and State regulations, policies and procedures governing Random, Pre-Employment, Reasonable Suspicion, Post-Accident, Return to Duty, and Follow-Up drug and alcohol testing, licensing requirements and assessing the impact of new Federal and State regulations, policies, procedures and published case law impacting the operation of ODCAST Programs. Responsible for assessing Collective Bargaining Agreements for impact to ODCAST Programs. Recommend changes to ODCAST programs, Departmental policies and procedures as appropriate. Provide technical guidance and problem resolution to program staff and Departmental managers/supervisors regarding difficult and sensitive issues concerning employees who return to duty after failing a drug and/or alcohol test. Address any issues encountered at collection sites, laboratory testing and/or the Medical Review Officer (MRO) review process. Respond to internal and external inquiries regarding the Program's services and procedural issues that arise during the drug and/or alcohol collection process.
10%	E	Serve as the Program's Reasonable Suspicion Subject Matter Expert. Responsible for conducting mandatory Reasonable Suspicion training for supervisors/managers who supervise employees in safety sensitive positions to ensure compliance with Federal, State and Departmental regulations, policies and procedures. Assist managers/supervisors to determine if there is a need to order a Reasonable Suspicion test and provide guidance and directions during the Reasonable Suspicion testing process. Be available 24/7 by cell phone if there are any questions regarding a Reasonable Suspicion Testing or as situations arise so that action may be taken if necessary.
10%	E	Serve as the Subject Matter Expert regarding Federal Motor Carrier Safety Administration Clearinghouse, Pilot Records Database and any other databases housing drug and alcohol testing histories. Conduct audits of those databases to ensure compliance with Federal regulations.
10%	E	Represent the Department at State Personnel Board (SPB) Pre-Hearing Settlement Conferences, Evidentiary Hearings, Withhold Hearings, Employment Development Department (EDD) unemployment benefits appeal hearings. May serve as a technical Departmental Representative if either internal or external legal counsel will be representing the Department at SPB Hearings. Review in detail procedural regulations governing the Evidentiary Hearing process including filing an appeal, discovery, Pre-Hearing Settlement Conference Statements, evidentiary rules for the conduct of hearings, formal rules of evidence, hearsay rules, examination of witnesses and introduction of evidence. Provide expert witness testimony at SPB Evidentiary Hearings regarding terminations for substance and/or alcohol abuse and licensing requirements as needed.
5%	E	Serve as the Contract Manager for ODCAST including, but not limited to, procuring drug and alcohol testing services and substance abuse professional services for the Department. Work with the Division of Procurement and Contracts and Department of General Services regarding necessary contracts, renewals, revisions and/or amendments. Receive, review and process invoices.
5%	E	Review and prepare reports produced by the Program's databases to ensure compliance with Federal and State regulations, policies and procedures and prepare quarterly Statistics depicting number of tests and test failures, substances and types of discipline.
5%	E	Provide training and information to employees regarding drug and alcohol testing as well as licensing requirements pursuant to the classification's Minimum Qualifications in both virtual and in-person environments and prepare the ODCAST Broadcast which provides current information regarding drug and alcohol testing and licensing requirements throughout the Department.

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5% M Such other duties as required by the Department.

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

Incumbent does not have any direct reports; however, incumbent may provide direction and guidance to Staff.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the principals and modern methods of public business administration including organization, fiscal and database management and the organization and functions of Caltrans. Ability to follow oral and written directions, accurately evaluate situations and take effective course of action; deal tactfully with the public and other employees; apply specific laws, rules, regulations, policies and procedures; communicate effectively. Incumbent must be knowledgeable in all aspects of Federal and State regulations, policies and procedures of drug and alcohol testing. Able to analyze and accurately interpret and implement Caltrans, Federal and State laws, regulations and policies. Must be able to accurately identify cases presenting potential for adverse litigation and/or cases for which the department's position is compromised due to procedural defects and determine course of action to mitigate litigation. Able to analyze and interpret Federal and State regulations, laws and policies and their impact on Caltrans' operations; identify and investigate facts and determine effective course of action and develop procedures to implement legal and regulatory requirements.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position carries primary responsibility to ensure that Caltrans remains in compliance with Federal and State regulations applicable to safety sensitive employees. Failure to maintain a drug and alcohol testing program in accordance with Federal regulations exposes the Department to monetary sanctions on a daily rate, per occurrence. Poor decisions may affect the business operations of the involved Programs and opens the Department up to potential litigation and settlement costs.

PUBLIC AND INTERNAL CONTACTS

Incumbent regularly advises staff and management personnel throughout Caltrans regarding Federal and State drug and alcohol testing requirements, as well as actions related to positive or refused drug and alcohol tests and assist employees who voluntarily seek assistance with drug and/or alcohol addiction. Incumbent may be requested to consult and/or advise other State departments and private contractors regarding drug and alcohol testing.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to handle time-sensitive deadlines. Must protect the confidentiality of documents and information. May be subject to receiving irate calls from employees and/or the general public and must be able to remain calm when responding to calls. May be required to travel throughout the State for training purposes and/or representing the Department at settlement conferences and hearings.

WORK ENVIRONMENT

This is considered a hybrid telework position; with a minimum of two-days per week in the office. The specific schedule will be reviewed. The Incumbent will be required to adhere to all requirements of the telework program and in-office requirements. During in-office work days, the incumbent will work in a temperature-controlled environment under artificial lighting. The incumbent will also work in a confined space such as a cubicle or workstation. Cubicles and workstations are not assigned and must be reserved through an on-line reservation system. The building temperature may fluctuate due to periodic problems with the heating and air conditioning.

ADA Notice

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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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