

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION District 8 - Program Project Management	
WORKING TITLE Administrative Support/Personnel Services Supervisor	POSITION NUMBER 908-200-4800-005	REVISION DATE 09/27/2024

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 direction of the Supervising Transportation Engineer, the incumbent is responsible for overseeing administrative services, personnel services, and cooperative agreements for the Division of Program Project Management (PPM). The incumbent acts as the focal point of contact for the Division and is responsible for the successful operation, management, and delivery of administrative services, personnel services, and cooperative agreements in a timely and efficient manner. The incumbent may be required to travel occasionally for training or meetings, both locally and statewide.

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. (Safety First - Engagement, Equity, Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation)
- **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. (Cultivate Excellence - Engagement, Equity, Integrity, Pride)
- **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, Innovation, Pride)
- **Empower Others:** Convey confidence in employees' ability to be successful, sharing significant responsibility and authority; allowing employees freedom to decide how they will accomplish their goals and resolve issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence - Engagement, Equity, Integrity)
- **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, Equity, Integrity)
- **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 - Equity, Integrity, Pride)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Cultivate Excellence - Engagement, Equity, Innovation)

TYPICAL DUTIES:

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

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50%	E	Provides direction and leads the personnel hiring services for the Division, including recruiting, advertising, hiring, promotions and transfers, and Post and Bid. Functions as the liaison with the District's Resource Management office and the Human Resources Southern Service Center. Maintains the Division's Organizational Chart, and assists in ensuring accuracy of the District Person On Board Equivalent numbers. Provides support to the Division on a variety of administrative duties including Cal-Card and supplies purchasing, equipment purchasing and inventory. Maintains a training plan for the Division including mandatory, required, and other training. Leads and participates in space planning and cubicle assignment activities. Interacts with management within the district and at Headquarters; Resource Management in the district, Human Resources, Labor Relations and various other entities within state service as needed to ensure timely delivery of services within the scope of duties. Incumbent ensures appropriate procurement and equitable distribution of cellular telephones, laptops, PCs, and various IT equipment for Division staff; establishes distribution criteria, directs replacement, and disposition of equipment.
20%	E	Oversees the coordination, development, and execution of cooperative and other agreements. Serves as the main contact between Headquarters Project Management Delivery Improvement and Agreements (ODIA) and the District. Analyzes the completeness and accuracy of documents (such as agreement fact sheets, request for amendments, funding summary exhibits, and scope summary attachments) to verify and ensure proper roles, responsibilities, funding and project information are incorporated correctly into cooperative agreements. Responsible for identifying agreement conflicts and initiating contact with the Project Manager, ODIA & local agencies to resolve outstanding issues affecting project delivery. Interprets coops and calculates percentage ratios and splits to correctly appropriate the funding for the project phases and request reimbursement authority when appropriate.
15%	E	Oversees the activities needed to process invoice payment on a timely basis. Coordinates with Budgets and Project Managers to ensure appropriate project funding is in place for time charging, invoice payments, contract payments, and reimbursable payments based on CTIPS, various agreements, California Transportation Commission votes and other programming documents.
10%	E	Leads and coordinates the Transportation Engineer (Civil) rotational activities for the Division including the assignment placement, issuing equipment, and collecting equipment at the end of rotations. Attends meetings and acts as the representative for the PPM Division and serves as committee member for the Transportation Engineer (Civil) rotational program. Participates in advisory committees representing the Division of PPM.
5%	M	Responsible for updating the PPM Division's website. Ensures staff in the responsible role as the Division's webmaster design, develop, maintain, and manage the Division's website in line with the Department standards; ensure that updates and refreshes are performed routinely, timely, and accurately

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 is first-line supervisor for Associate Governmental Program Analysts, a Staff Services Analyst, and an Office Technician.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent requires knowledge of the Department's purpose, organization, policies, and procedures and an understanding of the Department's goals and objectives. Must be able to independently analyze situations and make decisions. Ability to interpret and apply rules and procedures. Independently develop, evaluate and/or implement alternatives to complex problems and formulate solutions. Ability to establish and maintain cooperative working relationships. Must have knowledge of budget development and analysis; and a basic understanding of personnel transactions, including purchasing and AMS Advantage, Post and Bid and a supervisor's responsibilities and options in the hiring process. Must have knowledge of principles and practices of Task Management, PRSM software, Workplan commitments. Must have the ability to plan, organize and direct the work of others while creating a positive working environment that leads to staff's success in providing needed services; analyze situations accurately and develop an effective course of action on very short notice, and possibly under adverse conditions; relate to and work with interdisciplinary groups and members of the public while using sound techniques for handling sensitive issues; make effective presentations and prepare written and oral reports that communicate issues effectively and tactfully; coordinate activities with Headquarters and District divisions and offices, and with the general public. The incumbent must have the ability to read and write English at a post high school level; be able to articulate program policies and goals to management, staff, and the public; and will be required to advise management of program status, issues and needs; and must be able to develop and maintain cooperative working relationships, respond appropriately to difficult situations, recognize emotionally charged issues or problems, and display empathy to others.

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Ability to establish and maintain a cooperative working relationship, to be self-reliant and take independent actions as needed to resolve issues. Ability to use the personal computer with these software applications: Windows, Excel, Word, Access, Power Point, Outlook, ECOS, AMS Advantage, and PRSM.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent oversees a complex and varied program including operating expenses and personnel transactions; errors in judgment, analysis, actions, conduct, directions and decisions could result in inefficient use of resources, loss of individual and departmental credibility, poor employee morale and affect the ability of Caltrans to deliver its work program on schedule.

PUBLIC AND INTERNAL CONTACTS

Intradepartmental and divisional contact by this position is substantial and requires a special ability to communicate and maintain a positive departmental image. The incumbent must be articulate and knowledgeable about the program and possess interpersonal relationship skills and represents the unit and division to various local and statewide agencies at all levels of state service. There is considerable contact with members of the general public who call or write in with their concerns. Contacts will be made daily with the public, Headquarters personnel, other district staff, field staff and maintenance management staff. Sensitive issues must be handled tactfully yet expeditiously. The public's image of the Department often balances on the conduct of this individual.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit in an environmentally controlled office and use personal computers and telephones for long periods of time. Other physical activities will include accessing files, manuals, and other resources at various Caltrans and external offices. The incumbent will be required to sustain the level of focus needed for report writing, problem solving, researching, analysis and reasoning, and participating in meetings, and be able to focus beyond the distractions of traffic, weather, disaster, and the stress of short time-frame delivery of work.

The incumbent must be able to absorb new information and policy changes, and be able to accurately and concisely relate that knowledge to subordinates in order for them to adjust to changing circumstances while continuing to provide quality services to Design Administration personnel.

WORK ENVIRONMENT

The incumbent will work climate-controlled office under artificial lighting. Will be required to sit for long periods of time using a video terminal display and a keyboard. The work environment is an open-space cubicle. Incumbent may be required to travel to off-site locations for meetings and training.

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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