

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION Division of Safety and Management Services/WC/RTW/RA/FM	
WORKING TITLE Office Chief, RA/FMLA/WC Payroll	POSITION NUMBER 702-008-4801-XXX	REVISION DATE 10/30/2024

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, Division of Safety and Management Services, the Staff Services Manager II (SSM II) serves as co-manager and directs professional staff in Reasonable Accommodation, FMLA, and Worker's Compensation Payroll and serves as a back up in Worker's Compensation and Return to Work. The incumbent will collaborate with all levels of employees throughout the organization on case management, reasonable accommodation/FMLA status, informal complaint resolutions and formal legal matters. The Office Chief must demonstrate a positive attitude and a commitment to providing quality customer service that is accurate, timely and exceeds expectations while maintaining completed confidentiality.

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. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Cultivate Excellence - Engagement, Innovation, 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 - Engagement, Integrity, Pride)
- **Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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 - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Vision and Strategic Thinking:** Communicates the "big picture". Models the department's Vision and Mission to others. Influences others to translate vision into action. Future oriented, and creates competitive and break through strategies and plans. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

50%	E	Directs the management of the Caltrans' Reasonable Accommodation/FMLA and Worker's Compensation Payroll Units to ensure benefits and services are provided to injured or ill employees on a timely bases. Oversees' Disability Management Coordinators, who consult with and provide technical assistance to managers and supervisors regarding reasonable accommodations, FMLA/CFRA, worker's compensation medical only claims, worker's compensation transactions, fitness for duty, and other medical issues, determining the most appropriate course of action. Ensures that all subordinate staff are committed to providing quality customer service and thoroughly meeting customers' needs.
25%	E	Provides leadership guidance and direction to subordinate supervisors regarding staff performance and progressive discipline, including review and approval of probation reports, performance appraisals and individual development plans, merit salary adjustments, counseling memorandums and requests for adverse actions/rejections on probation.
15%	E	Consults with all levels of departmental staff providing guidance and direction regarding Reasonable Accommodation/FMLA/CFRA and Worker's Compensation Transactions.
5%	E	Provides monthly and quarterly performance reports and updates on the status of various projects to management. Ensures that quality staffing is maintained for the delivery of program objectives. Ensures programs meet the needs of the Department. Recruits, hires, trains and evaluations subordinate staff.
5%	E	Provides recommendations to Division Chief on the formulation and/or administration of policy and long range planning for programs and services; PMK for all Reasonable Accommodation/FMLA related issues; testifies at depositions, trial and administrative hearings involving 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

Supervises staff performing a variety of work in the area of Reasonable Accommodation/FMLA and Workers' Compensation Payroll; serves as back up for Workers' Compensation and Return to Work.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent must have knowledge of the laws, rules and regulations pertaining to the ADA, FMLA/CFRA, RA, FEHA, as well as State and Federal disability laws. Must have an understanding of how the Department of Transportation is organized and operates, must understand the relationship between the department and control agencies. Knowledge of the principles and practices in public and business administration; Caltrans policies and procedures is required. Must have the ability to reason logically, creatively and utilize analytical techniques to resolve governmental and managerial problems related to the programs. The ability to reason logically, analyze data, present ideas and information effectively is required, and incumbent will consult and advise management on subject matter areas. Will produce, review and edit written reports, maintain project priorities.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The inability of an incumbent in this position to make accurate recommendations could adversely affect the department's ability to effectively pursue a course of action with labor unions, the Workers' Compensation Appeals Board, State Personnel Board, civil courts and other agencies, and may cause monetary loss to the department in excess of hundreds of thousands of dollars.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage the department's 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.

PUBLIC AND INTERNAL CONTACTS

This position will have contact with all levels of department staff, and some state agencies.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical: Ability to work on a keyboard; manual dexterity; sitting for long periods of time. Sitting may be in excess of 4 to 6 hours per day. Employee may be required to travel throughout the state.

Mental: Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance. Develops new insights into sensitive situations and applies innovative solutions to make organizational improvements. Understand linkages between administrative competencies and mission needs.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

Emotional: Ability to resolve emotionally charged issues reasonably and with diplomacy. Must be able to develop and maintain cooperative working relationships. Must be able to develop and maintain a positive working environment demonstrating a commitment to public service.

WORK ENVIRONMENT

This position is part of the Caltrans Hybrid Telework Program and incumbent works in office and from an approved alternative work location accordance with the Caltrans Hybrid-Telework Policy and with an approved Hybrid-Telework Agreement. When in the office, the incumbent will work in a climate-controlled environment under artificial light; however, there may occasional fluctuations in building temperature. Some travel may be required, which may result in exposure to dirt, noise, uneven surfaces, and/or extreme heat or cold.

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