

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION District 6 / Business Management	
WORKING TITLE Equal Employment Opportunity Manager (EEO Manager)	POSITION NUMBER 906-001-4800	REVISION DATE 09/09/2024

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 administrative direction of the Staff Services Manager II (SSM II), the Equal Employment Opportunity Manager, a Staff Services Manager I (SSM I) (Specialist) provides detailed advice and technical guidance to employees, managers and supervisors regarding complex and sensitive issues, policy implementation, Equal Employment Opportunity, and Title VI. Establishes internal policies and procedures and implements same to ensure activities are performed consistent with departmental program goals. The EEO Manager assists with and performs investigations involving employee concerns with EEO, ethics and other claims/complaints; ensures timeliness of investigations and delivery; ensures that the highest legal and ethical standards are met.

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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Engagement, Equity, 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, Equity, 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. (Cultivate Excellence - Engagement, Equity, Integrity, Pride)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Organizational Awareness**: Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (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. (Cultivate Excellence - Engagement, Equity, Integrity, Pride)
- **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 - Engagement, Equity, Integrity, Pride)
- **Technical Expertise**: Depth of knowledge and skill in a technical area. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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50%	E	<p>Responsible for providing information, consultation, and direction to employees and management in the implementation of the Department's Equal Employment Opportunity (EEO) Program, including all EEO related Policies and Directives. Serves as a resource for managers and supervisors concerning their responsibilities and training regarding Americans with Disabilities Act; CA Fair Employment and Housing ACT; Religious Accommodation; Multilingual Services, including the Statewide Language Survey; and the informal and Formal Discrimination Complaint Process. Works with managers, supervisors, and deputy's to determine training needs for management and rank & file. Creates and conducts presentations and relevant training to management and rank and file. Ensures that all District Personnel are aware of the Caltrans Director's Policy and Deputy Directives specifically related to Caltrans EEO Program via mandatory district-wide training such as New Employee Orientation, the mandatory DFEH Sexual Harassment Training, and Supervisors EEO Training. Ensures that regulations pertaining to posting of mandatory State and Federal Equal Employment Opportunity (EEO) Literature are met adequately and timely. Attendance at headquarters scheduled EEO meetings is mandatory, unless a proxy is designated for specific meetings. Serves as subject matter expert for managers, supervisors, employees, investigators and legal staff regarding Title VI and EEO policies, procedures, and resources, including sexual harassment, issues. Conducts intake interviews and inquires with the goal of resolving complaints at the lowest level possible, consistent with informal discrimination complaint guidelines, polices and procedures. Incumbent assist and liaises with investigator and management from the Discrimination Complaint Investigation Unit (DCIU) as needed, in addition to coordinating any contact from State agency Department of Fair Employment and Housing (DFEH) and Federal agency Equal Employment Opportunity Commission (EEOC) with DCIU.</p> <p>Serves as a subject matter expert to management and employees on the American with Disabilities Act (ADA) and the CA Fair Employment and Housing Act (FEHA). Responsible for ensuring adequate representation of the District within the Caltrans Disability Advisory Committee (CTDAC); supports CTDAC activities and assists in their efforts to promote awareness and sensitivity to individuals with disabilities throughout the District. Works closely with the District Equity Manager and the District 6 Equity Committee; supports equity activities and aids the Equity Committee as needed in their efforts to promote awareness for both community engagement and equitable involvement of staff throughout the District. Provides technical assistance and guidance to managers and supervisors on how to conduct fair and equitable interviews in the hiring process and assists them in enforcing the Zero Tolerance.</p> <p>Works with district staff on compliance of appropriate training and communication on departmental policies. Works closely with various areas of headquarters, including Audits and Investigations, Discrimination Complaint Investigations Unit (DCIU) HQ Health and Safety Management, Labor Relations, Legal Division, and Office of Discipline Services concerning employee matters on behalf of employees. Ensures employees' due process rights to adequate notice are satisfied, properly addresses prior warnings given to employees by supervisor, and confirms the actions will meet all legal pleading requirements.</p>
30%	E	<p>Acts as the specific point of contact for DCIU to coordinate with the case investigation questions and concerns regarding District 6 EEO cases. Responsible for notifying EEOP of completed disciplinary action on substantiated cases within 60 days. Assist supervisors with identifying correct investigation body EEOP, WPV, ODS, or Ethics, for reported complaints. Process and manage Religious Accommodation requests. Act as the External Complaint Liaison for responding EEOC and Civil Rights Division (CRD) Complaints. The Districts point of contact for all EEO inquiries, concerns, and training. Provides updates and technical assistance to the Executive team, supervisors, designated district personnel, Headquarters Title VI Coordinator for Civil Rights Discrimination and external customers in programs/activities relating to compliance with the Civil Rights Act of 1964 Title VI Program. Works closely with all District 6 functional Divisions, including the following areas specifically; Public Information Office, The District Native American Liaison for TERO, Labor Compliance; District Equity Manager; and the DBE Coordinator, to improve Title VI data collection. Analyze and report the potential impacts on minority and low income populations by applying Departmental polices and directives.</p>

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15%	E	Organized and manages local files and reports/databases pertaining to both EEO and Title VI for District 6. Manages and provides updates and reports on training compliance information for both EEO and Title VI to supervisors, Headquarters Equal Employment Opportunity Office and Office of Civil Rights, respectively. Manages the data entry, monitoring, and preserving of speeding violations, and preventable accidents. Consults with management, executive staff, supervisors, ODS, Labor Relations (LR), Office of Employee Health and Safety, and the Division of Human Resources when negotiating final action and settlement agreement. Distributes notices, policy updates, and responds to general correspondence and inquiries. Works closely with the District 6 Training Coordinator to prepare, provide, monitor, and document EEO, Title VI, and Sexual Harassment Prevention Training. Responsible for annual reporting requirements for both EEO and Title VI to Headquarters as well as any updates required for the district or headquarters.
5%	M	Works cooperatively with the District Safety Manager, a Staff Services Manager I, to monitor current, coexisting cases. Works cooperatively with Office of Performance Support (OPS) to ensure adequate coverage of workload for all District 6 functional divisions, by regularly meeting with co-OPS managers, Staff Services Manager I's, to ensure adequate monitoring of all current, and coexisting cases. Will act as a back-up in the absences of co-OPS managers.

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

There is no direct supervision of staff, however, the incumbent provides guidance and direction to other members of the leadership team in the district.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires a high degree of expertise and the knowledge and principles of practices in the public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, and development and training.

Knowledge of Caltrans policies and procedures, safety, health, Title VI, EEO and WPVP objectives, as well as principles and practices with particular reference to the laws governing public offices and agencies. Demonstrate positive attitude and commitment and conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Ability to research, understand, interpret and articulate applicable employment laws, rules and regulations; analyze and apply principles and precedents to particular sets of facts; deal tactfully, professionally, and confidentially with all internal and external customers and contacts. Must be able to identify and analyze problems related to violations of policy. Must be able to evaluate and consider all factors and effectively develop corrective action to react to any changes. Must be able to reason logically and creatively and utilize a variety of analytical techniques in developing realistic conclusion and effective solutions to complex problems. Must be able to recognize potential district programs and initiate or make recommendations for corrective measures. Must be able to research, analyze and make recommend actions on a broad range of general administrative issues and problems. Must have comprehensive knowledge of the Department's entire development and control process, including principles of administration, organizational and management practices. Must be able to communicate effectively, both orally and in writing. Open communication is critical with both internal and external partners, including, but not limited to, ODS management and staff. Must possess the ability to express and present ideas and information effectively, develop and maintain good working relationships with external and internal partners. Must have the ability to make presentations, use of good judgment for project analysis and be able to handle multiple priorities. Must have the analytical skills to handle a variety of personnel and management problems. Must be able to analyze situations in an impartial manner, develop alternatives and recommend an effective course of action. Should be familiar with modern technology and its application in the Department. Requires extensive knowledge of all departmental policies and procedures as well as public administration and education, and techniques of preparing producing and disseminating information. Must have excellent communication skills and present ideas and information effectively, both in oral and written formats; must be able to represent the Department effectively in a variety of complex and sensitive environments. Must be able prepare and deliver presentations to small and large groups; act in a lead capacity; prepare clear, concise reports with meaningful statistical data; be proficient in using a computer with programs such as Word, Excel, Access, etc. Ability to analyze various situations that arise and determine an effective course of action. Must be able to prioritize workload to meet deadlines. Analytical skills are necessary in order to research and accurately apply appropriate laws, rules, and policies and make sound recommendations.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent has responsibility for providing a positive image of the Department. Without detailed supervision, provides responses to management and internal/external customers. Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a management liaison, must maintain excellent working relationships with other managers to assure reputation and credibility of the District remains impeccable. Improper direction and

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recommendations could severely impact managers' and supervisors' ability to discipline employees. This could result in loss of management's confidence in the discipline process. Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., 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 and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Incumbent will interact with all levels of staff including management, other public entities (State, Local and Federal), Caltrans families and co-workers. Must have good virtual meeting, telephone and e-mail skills and be able to deal with others in a courteous and professional manner. Incumbent will independently confer with all levels of district Caltrans directorate, management and staff, employee representatives, Legal Division attorneys, Audits and Investigation Office, DCIU, and SPB. Handles the more difficult queries with competence and integrity. Incumbent must be able to communicate effectively with Headquarters functional managers, regional managers, district managers/supervisors, and individual employees.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to determine and execute an effective course of action while under pressure. Must be able to travel overnight and long distance. Must be able to organize and prioritize large volumes of varied documents and tasks. Must be able to sit and/or stand for long periods of time and perform tasks utilizing a personal computer and telephone. The workload is subject to frequent, substantial, and unexpected changes within a short time period. Requires ability to resolve emotionally charged issues reasonable and diplomatically. The incumbent must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses. Must have the ability to apply sound judgment in problem solving. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to create a work environment that encourages creative thinking and innovation. May also be required to speak in front of large groups or represent the department at various meetings. Employee will be required to sit for long periods of time using a computer keyboard and terminal, or while traveling in a vehicle; must have ability to develop and maintain cooperative working relationships; be a self-starter; respond appropriately in difficult situations.

WORK ENVIRONMENT

While at their base of operations, the incumbent will work in a climate-controlled office under artificial lighting; however, due to unexpected heating and air conditioning problems, building temperature may fluctuate. This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquarterd location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquarterd location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquarterd location will be the responsibility of the selected candidate.

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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.)

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