

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION D8 / Right of Way and Land Surveys / Admin Support Unit	
WORKING TITLE Staff Services Manager I	POSITION NUMBER 908-400-4800-001	REVISION DATE 03/24/2022

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 Deputy Director for District 8 Right of Way and Land Surveys, the incumbent is responsible for directing the duties of the Right of Way administrative staff. This position will supervise staff responsible for the management of all administrative tasks within the Right of Way and Land Surveys units. Incumbent is expected to work independently and will analyze problems, develop alternatives and implement solutions. Regular and punctual attendance is required. Responsible for personnel transactions, Human resources, health and welfare, hiring and budgetary analysis. Requires maintaining confidentiality and discretion on sensitive matters.

**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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Cultivate Excellence - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Engagement, Innovation, Integrity)
- **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, Innovation)
- **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, Innovation)
- **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. (Cultivate Excellence - Engagement, Innovation, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement, Innovation)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Cultivate Excellence - Engagement, Innovation)
- **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 - Engagement, Innovation, Integrity)
- **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. (Cultivate Excellence - Engagement, Innovation)

**TYPICAL DUTIES:**

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

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

45%	E	Supervises and directs the activities of the administrative staff in the Right of Way Unit overseeing the production and management of various activities. Supervises and directs the work of professional and clerical staff providing the processing of Data Sheet, Certification, Procurement and personnel issues to ensure compliance with State and Federal requirements. Will supervise staff work assignments, establish priorities, and directs the work of staff making adjustments as necessary based on changing priorities. Manage staff who are responsible for uploading all pertinent documents in the Right of Way Management Information System (ROWMIS) Database and the Work Plan Status (WPS) Database. Staff will develop, produce and maintain essential contract spreadsheets for the purpose of analytical study and to continually formulate procedures, policies, and program alternatives for monitoring and tracking production and the critical time lines and milestones pertinent to the project schedule. Keep constant contact with Supervising Right of Way Agents to ensure needs are being met within their units. Adhere to and enforce all Departmental policies and directives.
45%	E	Provides input to the Division of Right of Way and Land Surveys Management, senior staff, executives, and Director for future Right of Way needs through various reports, briefing and presentations as deemed necessary. Reviews and approves the division's procurement requests and serve as the primary Cal-Card Manager. Ensure staff provides procurement services for R/W including reconciling purchases. Researches purchasing needs, makes recommendations, and analyzes alternatives. Ensure that all documentation is correct and submitted to Accounts Payable in a timely manner. Will monitor Cal-Card Program Guidelines to ensure proper usage and ensures that monetary values are not exceeded. Responsible in the assistance of personnel transactions, benefits related documents and new employee orientation. Supervisor will manage the training requirements for Right of Way. Document and plan employee development through the yearly Individual Development Plan (IDP). Keep accurate and complete attendance records; ensuring the proper coding of leave balances.
10%	E	Carry out all required Supervisory responsibilities; hold regular staff meetings, clearly communicate goals and objectives, manage workload, keep staff apprised of information they need to perform their jobs. Ensure that staff attend all mandatory trainings; complete yearly review of staff expectation memos and Caltrans Policies and Procedures. Manages PARF requests, Right of Way and Land Surveys Org chart and keeping track of vacant positions within Right of Way and Land Surveys. Processing hiring requests. Assisting Supervisors with the hiring process and assisting with interviews. Provides support to the Right of Way and Land Surveys Supervisor Seniors and Deputy District Director of Right of Way and Land Surveys on a wide variety of complex and sensitive issues and tasks including but not limited to; personnel, resource, workload, product report generation, project status improvements, and quality team participation. Performs liaison and coordination duties for other District functions, on the implementation of Right of Way principles. Provide assistance to PPM with PARF packages. Assists Supervisors with processing industrial accident packets, FMLA, workers compensation and safety-related documents. Assists supervisors in resolving employee leave and benefit issues.

<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**

This position is the first line of supervision and directly supervises a staff including Clerical and Administrative classifications. The supervision of the Staff Services Analyst and Associate Governmental Program Analysts are of a technical and administrative nature, with review being made upon completion of work. The incumbent is responsible for establishing work priorities, assigning projects, scheduling work, and monitoring resources to produce optimum results in an efficient manner. Incumbent will be responsible to ensure that staff are adequately supported, and effective working relationship with Right of Way and Land Surveys Seniors and functional units in the District are maintained.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of:

Laws, policies, and procedures related to Right of Way functions. English grammar and punctuation. Microsoft Office Software applications. Must have knowledge of current department's goals and policies. Must have a broad understanding of personnel management, supervision and effective communication.

Ability to:

Assess current processes and make recommendation for improvement. Effectively implement business processes and changes. Identify and resolve issues. Communicate clearly and effectively; possess excellent written and verbal skills to effectively communicate technical information in reports, correspondence and meetings. Build cooperative working relations with others

**ADA Notice**

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PM-0924 (REV 01/2022)

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Make effective presentations. Reason logically and learn rapidly. Work independently and as a team member. Receive direction. Explain complex policies, processes, and procedures. Effectively research, gather, analyze and present data. Manage multiple priorities and complete assignments accurately and timely.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Consequences of failure in responsibility can result in the failure to meet financial obligation, which can have a detrimental impact on project delivery. This could disrupt community plans and statewide funding and planning schedules, and could also result in loss of funding and planning schedules, and could also result in loss of funding, additional project, program costs, and loss of local participation in needed project. Failure to correctly account for local money expended through San Bernardino County Transportation Authority (SBCTA) and Riverside County Transportation Commission (RCTC) could result in those agencies giving work previously performed by Caltrans to other transportation agencies or consultants.

Incumbent is responsible for his/her actions, decisions, quality of work, and proper use of State time, equipment, and materials. Improper performance of duties and/or failures to adhere to established policies, procedures, and guidelines could lead to adverse action or possible termination.

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### PUBLIC AND INTERNAL CONTACTS

The Staff Services Manager I will confer with Project Coordinators inside Right of Way and Land Surveys as well as management and co-workers concerning the functions of this position. Considerable contact with headquarters Personnel staff as well as with other staff state-wide. Must have the capability of developing and maintaining rapport with other agents and outside vendors.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using a keyboard and video display terminal, which may include viewing small font types for extended period. Incumbent may be required to transport a laptop computer and portable printer while on field visits. Incumbent will be involved with sustained mental activity needed for analysis, reasoning and problem solving. Must recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally. May be subjected to high levels of stress related to project delays, costs and schedules. Employee may deal with difficult people and must have the ability to develop and maintain cooperative working relationships; consider and respond appropriately and be tactful and treat others with respect. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to internal and external customers.

Must be able to analyze situations accurately and adopt an effective course of action. Must be able to concentrate, formulate effective strategies, be multi-tasked, adapt to changes in priorities, and complete complex projects with short notice.

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### WORK ENVIRONMENT

Incumbent will primarily work in a climate-controlled office under artificial lighting. However, due to unexpected heating and air conditioning problems, the building temperature may fluctuate. The incumbent may be required to travel on one day trips as well as overnight trips and occasionally be exposed to a variety of altering weather conditions (extreme cold or hot weather), work outdoors, and may be exposed to dirt, noise, uneven surfaces, extreme heat or cold.

Overtime may be required and one day, overnight trips or extended travel may be required.

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 headquartered location as needed to meet operational needs. Business travel may be required and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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PM-0924 (REV 01/2022)

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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