

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Human Resources/Organizational Management	
WORKING TITLE Branch Chief	POSITION NUMBER 702-008-4800-XXX	REVISION DATE 11/14/2024

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, Staff Services Manager (SSM) II, Office of Hiring Services, the Branch Chief (SSM I) supervises and oversees workload related to the Department's Position Management and Position Tracking Processes. The SSM I provides guidance and will be responsible for a variety of complex and highly technical hiring matters; and consulting with managers, supervisors, and program specialists when necessary. Keeps management apprised of all activities and decisions as necessary

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, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Innovation, Integrity)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, 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. (Strengthen Stewardship and Drive Efficiency - 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, Innovation, Integrity, Pride)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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30%	E	Manages and directs staff in the position control and PARF tracking process to ensure necessary position transactions are processed timely and that requests to fill positions are quickly 'moved' through Division of Human Resources. Partners with SSM II and DOT Budget Office to ensure timely processing of BCP/FL positions and Department of Finance packages. Leads the team through the annual position reconciliation process (Schedule 8) and coordinates with DOT Budget Office and IT to ensure data is processed accurately and on-time. Oversees PTAS, Blanket and Staffing Reports. Verifies that the data being disseminated is accurate and timely. Adheres to confidential distribution list protocol and communication professionalism. Oversees the integrity of the Position Tracking Automated System (PTAS), that houses all authorized positions. Acts as the project manager for the development, implementation, and training of an anticipated new PTAS solution. Partners with IT to provide relevant information, explanation, and testing. Ensures that subordinate staff is committed to providing quality customer service at all times with the goal to thoroughly meet customers' needs.
30%		Manages staff in the various work activities related to the Department's Position Control Reporting Services. Effectively delegates work assignments to staff with appropriate coaching, guidance, direction, and instruction to complete work as needed. Provides training, reviews workload and assignments, evaluates employee performance and provides constructive feedback to staff. Conduct counseling sessions and take corrective action when appropriate to ensure performance management issues are adequately addressed. Provides opportunities for staff training and development. Identifies operational efficiencies. Researches and recommends business process improvements to management and assists with implementation strategies as appropriate.
15%		Oversees the Temporary Assignment program. Ensures the tools and business processes that support temporary assignment advertisements, applications and hiring are operational, up to date, and there are no delays in information shared between hiring managers/liaisons and Classification and Hiring staff. Provides temporary assignment metrics for Department needs.
10%		Researches and resolves the most complex and difficult organizational management and temporary assignment issues. Maintains a working relationship with external control agencies including the State Controller's Office. Prepares written responses to inquiries and in the absence of the SSM II, may represent the team at meetings as needed.
10%		Supervises and oversees the development and formulation of written procedures and training materials on position control and statewide reporting implementation of new departmental and statewide requirements; and revises current personnel policies and procedures to meet the changing needs and directions of the Department and control agencies. Provides training as needed to new TA and OM analysts on internal procedures and processes. As needed, incumbent provides overall training on position management and temporary assignment processes as they relate to Classification and Hiring and/or Position Control to internal/external partners. The incumbent works side by side with the Office Chief, SSM II, and advises department Budget Managers and Program Resource Managers on laws, rules, policies and procedures that apply to Organizational Management. Partners with Staff Central and Transactions Services staff to ensure position and employee data is accurate.
5%		Acts as a task force member for Department of Human Resources (DHR) initiatives.

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

This position directly supervises Associate Personnel Analysts, Staff Services Analysts, and Senior Personnel Specialists.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must be able to utilize the analytical process to resolve issues. Uses statistical tools and project management skills to implement process improvements within the Office. Develops new insights into situations and applies innovative solutions to make organizational improvements. Creates a work environment that encourages creative thinking and innovation. Creates and sustains an organizational culture that encourages others to provide the quality of service essential to high performance.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for effectively planning, coordinating, and executing office policy and procedures as they relate to the Office of Classification & Hiring Services, Organizational Management Unit. Poor judgment in monitoring, evaluating and reporting information could affect staff's ability to effectively provide quality personnel and payroll-related services to internal and external customers.

The incumbent must be able to make independent decisions on a regular basis related to organizational management and the Schedule 8 process. Use of poor judgment could impact the department's positions and budget.

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 DHR'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

Maintains a productive relationship with the Department's Budget Office, District Budget Managers, and Program Resource Managers. Maintains frequent contact with other State agency representatives in organizational management.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Employee must maintain cooperative working relationships with staff as well as other departmental employees, must respond appropriately to difficult situations, must recognize emotionally charged issues or problems, and must facilitate effective solutions. Employee must be able to work effectively with all levels of the department. Employee must value cultural diversity and other individual differences in the workforce. Employee must influence others toward a spirit of service and meaningful contributions to mission accomplished.

WORK ENVIRONMENT

Employee will work in a climate-controlled office under artificial lighting.

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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