

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Office of Talent Management	
WORKING TITLE Branch Chief, Learning & Development Services Branch	POSITION NUMBER 913-350-4800-011	REVISION DATE 11/04/2024

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 of Talent Management (OTM), a Staff Services Manager II (Supervisor), the incumbent, a Staff Services Manager I (Supervisor), serves as a functional manager of and oversees the Learning and Development Services (L&DS) Branch. The L&DS Branch supports training and development needs, compliance with mandated training requirements, and training logistics of the Divisions of Traffic Operations and Safety Programs and the 2070 Program. The branch also curates, designs, develops, and delivers training courses for the Divisions of Traffic Operations and Safety Programs and the 2070 Program. The incumbent is also responsible for ensuring successful outcomes in meeting the OTM's annual performance targets.

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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - 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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, 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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - 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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - 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, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

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- **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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)
- **Managing Performance:** Responsible for employee performance, setting clear goals and expectations, tracking progress against departmental and unit goals, providing feedback, and addressing performance issues promptly. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Lead Climate Action, Advance Equity and Livability in all Communities - Engagement, Equity, Innovation, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
30%	<p>Essential (E)/Marginal (M)¹</p> <p>E</p> <p>Training Development: Assists in the development of Learning Management System (LMS) tools, reporting, and dashboards. Evaluates tools, implements computer-based training modules, and develops a "Train the Trainer" model. Develops and maintains a Statewide Program Training Strategy and training management plan for the Divisions of Traffic Operations and Safety Programs that identifies processes for establishing annual priorities, training delivery methods, evaluation tools and methods, and roles and responsibilities, including but not limited to: identifying training goals and objectives, learning outcomes, training strategies and activities, training methods and tools, subject matter experts, assessment and evaluation processes, training administration (logistics, planning, budget), constraints, and assumptions. Develops and maintains the branch's service levels to ensure that the branch maintains timeliness in responding to all of its customer service points including but not limited to: processing training requests, maintaining training compliance and staff status information in the Employee Compliance Database, and assisting in the on-boarding of new hires and the off-boarding of staff ending their employment with the Divisions of Traffic Operations and Safety Programs.</p> <p>Facilitates the development and implementation of annual training plans for the Divisions of Traffic Operations and Safety Programs. Ensures the annual training plan is in alignment with both Divisions' and the department's strategic goals and objectives and evaluates training program performance to ensure that trainings meets the respective division's operational needs. Consults with stakeholders to identify and perform annual training needs assessments and optimize training processes for efficiency. Works with both internal employees and training vendors to develop and deliver training, evaluate instructional materials, and facilitate training sessions, seminars, and webinars for overall instructor effectiveness. Establishes and oversees the course evaluation process. Provides recommendations to executive management based on the analysis of evaluation reports. Supervises the development of a master course schedule.</p>
20%	<p>E</p> <p>Supervision: Supervises, coordinates, and oversees all branch staff and operations (including onboarding/offboarding). Monitors branch workload, establishes priorities, and develops strategies to increase productivity and performance levels to achieve branch and office targets. Coordinates L&DS resources to provide effective support services.</p> <p>Coaches and mentors staff and creates opportunities for employee development. Provides staff with feedback on their job performance that entails constructive feedback through regular monitoring of their workload and productivity. Enhances employee morale and engagement by acknowledging good work and contributions through formal and informal appreciation efforts. Takes timely action and collaborates with the Offices of Discipline Services, Health and Safety, EEO, Human Resources, etc. for all disciplinary and personnel-related matters as appropriate. Processes timely probation reports, annual performance reviews, and annual training plans. Establishes and upholds employee expectations and telework agreements (if appropriate) and develops plans and tools to build employee strengths and close performance gaps.</p>

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15%	E	Branch Functional Manager: Serves as the branch functional manager. Develops and enforces production unit and workload standards to validate allocations and resources of assigned project codes. Oversees the development of contracts and statewide policies, guidelines, and procedures related to program functions. Leads cross-functional teams responsible for implementing strategic objectives and supports the Divisions of Traffic Operations and Safety Programs and districts in implementing strategic objectives.
15%	E	Provides related support services for various Traffic Operations and Safety Programs (including academies, conferences, meetings, and workshops). This can include the development or redevelopment of training materials, identification and booking of meeting space, assistance with registration and coordination, facilitation, and the development of surveys, brochures, outreach materials, fliers, booklets, guides, website content, and videos.
15%	E	Provides support services and acts as a backup to the Career Development and Succession Planning Branch Chief for Strategic Planning activities. This can include but is not limited to: defining Traffic Operations and Safety Programs Vision and Mission, assessing the current situation, setting objectives and goals, developing strategies and action plans, and executing and monitoring progress.
5%	M	Leads and completes a variety of special projects and assignments as needed by the Division Chief, Deputy Division Chief, and Office Chief. Performs other work commensurate with the Staff Services Manager I (Supervisor) classification. May occasionally act as the Chief, Office of Talent Management.

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

Directly supervises a team of analysts and other rank and file staff. May supervise retired annuitants and student assistants. May occasionally act as the Chief, Office of Talent Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Must have the ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.

Must have the ability to supervise multi-disciplinary, technical staff. As a supervisor, requires knowledge of and the ability to implement principles and techniques of personnel management and supervision; the supervisor's role in equal employment opportunity, health and safety, personnel-related, and labor relations programs; and the processes required to meet their objectives. Requires the ability to communicate effectively (both orally and in writing) with multiple audiences; establish and maintain cooperative relationships with individuals and organizations contacted in the course of work; participate in public contact and represent Caltrans; serve in a consulting capacity to other divisions and districts; and respond appropriately to difficult situations.

Must be able to apply sound judgment in problem solving; work productively in a busy and often changing environment; perform multiple tasks simultaneously; maintain a project schedule; accurately and timely follow-up on issues; and effectively interact with many levels of people in a cooperative manner. Must be decisive, take appropriate actions, and complete tasks or projects with a short notice. Requires proficiency with Microsoft (MS) Office programs (including MS Word, MS Excel, MS PowerPoint, MS

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Outlook, MS Teams), Adobe Acrobat, Cisco WebEx, and using the Internet.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

This position is responsible for making independent action and taking initiative to carry out assigned duties. The incumbent's decisions and actions have a direct impact on the Traffic Operations Program, Safety Program, and the Department. Inability to carry out this position's responsibilities could result in: adversely affecting public safety and/or result in tort liability for Caltrans; increased expenses resulting from lost Transportation System productivity; litigation that could delay and/or add substantial cost to essential projects or activities; inability to quantify performance in meeting the Department's strategic goals and safety and mobility commitments; loss of credibility and public confidence in Caltrans as a responsible public agency.

PUBLIC AND INTERNAL CONTACTS

The incumbent must maintain the highest level of professionalism and integrity, exhibit tact and diplomacy, and effectively communicate with all internal/external contacts.

Internal contacts include various Caltrans districts and divisions (including Design, Construction, Maintenance, External Affairs, and Engineering Services). External contacts include the Legislature, Governor's Office, CHP, FHWA, construction industry representatives, local agencies, other states, national experts, academia, the private sector, and the general public.

The incumbent must communicate effectively orally and in writing, by telephone, via email, and by web conferencing. The incumbent is also required to facilitate, participate in, and host meetings.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must: quickly adapt behavior and work methods in response to new information/priorities and unexpected obstacles; multi-task; effectively interact with many levels of people in a cooperative manner; be decisive; take appropriate actions; and complete tasks or projects with a short notice. Must be able to maintain focus and intensity, yet remain optimistic and persistent, even under adversity. The incumbent shall act in a fair and ethical manner toward others; value cultural diversity and other individual differences in the workforce; and demonstrate a sense of responsibility and commitment to public services. The incumbent must be able to develop new insights into situations and apply innovative solutions to make organizational improvements; grasp the essence of new information and master new technical and business knowledge, particularly in the area of outreach; and facilitate and maintain a work environment that encourages creative thinking and innovation.

Must have the ability to work with a computer and have manual dexterity. Required to sit for long periods of time using a computer, monitors, phone, and other office equipment. The incumbent must be able to occasionally lift up to 25 pounds without assistance. Bending, stooping, and pulling may be required within the normal course of performing some of the responsibilities associated with this position. May be required to speak in front of large groups.

WORK ENVIRONMENT

This position's headquartered location is Sacramento, CA. While at the base of operation, the incumbent works in a climate-controlled office under natural and artificial lighting. Due to periodic issues with heating and air conditioning, building temperatures may fluctuate. Multi-floor buildings are equipped with elevators and stairs.

The incumbent is required to travel periodically to other office buildings (federal and state offices, district offices, local agencies, etc.) and indoor/outdoor field locations. While at field locations, the incumbent may be exposed to uneven surfaces, noise, and varying climate conditions. The incumbent is required to travel within the state and may be required to travel out-of-state for business operations. Possession of a valid driver's license is required to operate a State owned, leased, and/or personal vehicle. The environment is fast-paced, demanding, and busy; and requires considerable flexibility in managing time, priorities and assignments. Vacations may be restricted during peak times.

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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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
