

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Division of Project Management / PDPD Office / PDeU	
WORKING TITLE Professional Development eLearning Unit Manager	POSITION NUMBER 913-176-4800-911	REVISION DATE 12/11/2024

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 Chief, Office of Project Delivery Professional Development (PDPD), the Professional Development eLearning Unit (PDeU) Manager will be responsible for all of the administrative and support activities of the PDeU. The primary role of the position is the supervision of a diverse group of technical staff that develop, facilitate, administer, manage, and maintain the PDeU activities for PDPD to support a multi-division professional development plan. With a multi-million dollar annual budget the PDPD plan provides training for approximately 12,000 statewide employees working on the multi-billion dollar capital program.

**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.

- **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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First, Cultivate Excellence - Innovation, Integrity, Pride)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - Engagement, Innovation)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, 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. (Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Enhance and Connect the Multimodal Transportation Network, Advance Equity and Livability in all Communities - Equity, Innovation, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Innovation, Integrity)

**TYPICAL DUTIES:**

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

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35%	E	Supervision and development of PDeU staff in the performance of their duties which include, but are not limited to: development, facilitation, administration, management and maintenance of Division of Project Management (DPM) and PDPD training and professional development materials and tools. Identifies, develops, and implements tools and techniques to facilitate the development and evaluation of performance-based, value centric, cutting edge eLearning courses. Other duties include contract development, implementation, administration, management, and close out for PDPD and other contracts within the Office and Division.
20%	E	Refine and implement a vision for the PDeU and for PDPD eLearning in which the skill development training continually improves the quality of the organization's performance and its measurable operating goals. Meet and coordinate with the PDPD Divisions to develop the PDeU program by prioritizing projects to be developed and administered. Work with stakeholders to effectively identify training needs; develop realistic solutions; and ensure work is performed in a manner consistent with our Strategic Plan Mission, Vision, Goals, and Values. Develop, maintain, and update PDPD and PDeU policies and procedures.
20%	E	Develop, administer and manage the PDeU program and support the development of the DPM PDPD program. Develop, administer, manage, close out, and provide status updates for each project's work agreement and budget in addition to the PDeU program budget. Manage projects to ensure they meet cost, schedule, and scope and conform with each project's approved work agreement. Develop, maintain and update the all-Division PDPD, DPM PDPD and PDeU status reports.
15%	E	Report on and work with other Project Delivery Divisions and the PDPD Office Chief on issues related to the PDPD and other program budgets as necessary to ensure success of the program.
5%	M	Other duties as assigned on an ad hoc basis. These typically consist of special assignments for Project Delivery executive management, ad hoc reporting, training development, or other products as needed.
5%	M	Travel to various locations throughout the state to obtain feedback about PDPD policy, procedures, course and course needs, and provide information about the PDPD plan.

<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 directly supervises PDeU administrative, support, and technical staff. Additionally, the incumbent will provide initial management of issues that arise between the PDeU staff and PDPD staff from the other divisions. The PDeU staff includes administrative classifications.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Principles and practices of employee supervision, development, and training; principles, practices and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, and/or related areas; program and project management, departmental goals and policies, and policies and procedures of procurement at Caltrans.

Knowledge of contemporary training principles, techniques, and methods which includes, but is not limited to: adult learning; instructional design, eLearning development and trends; classroom training delivery; effective training and presentations; computer-based technology, training evaluation, and effective visual and written communication.

Knowledge of graphic design principles and techniques, that include, but are not limited to: elements of design such as: line, shape, texture, space, size, value, and color; principles of design such as: balance/symmetry, rhythm/repetition, emphasis, unity, movement, and proportion/scale; page layout, color theory, and typography; principles of graphic tools and equipment; graphic design software applications; procedures for creating traditional and/or electronic files for output for single and multicolor publication.

Knowledge of Americans with Disabilities Act (ADA) statutes and Web Content Accessibility Guidelines for various publications and training resources, which include, but are not limited to: web page design and eLearning design and development.

Ability to: Perform with a high degree of independence, reason logically and creatively utilizing 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; review and edit written reports; consult with and advise a variety of interested parties on a wide variety of subjects; gain and maintain the confidence and cooperation of managers and staff at all levels; utilize interdisciplinary teams effectively; manage a diverse staff by establishing and maintaining project priorities; develop and effectively utilize all available resources, and contribute to the Department's Equal Employment Opportunity (EEO), equity, and Labor Relations objectives.

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Ability to develop, coordinate, and evaluate training programs; propose and develop effective eLearning solutions; develop and deliver instructor led training, virtual instructor led training, and asynchronous training; identify training issues; research training resources; analyze training data, and communicate and facilitate effectively; possess excellent customer service skills, complete projects in a timely manner using effective project management skills; set priorities; meet critical deadlines, and manage eLearning content.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for independent action and initiative in carrying out assigned duties. This action is in direct support of the continuous improvement of project delivery professional development in Caltrans. Poor decisions may result in lost opportunity of the Department to improve skill development which could lead to a potential failure in improving project delivery, and loss in credibility with the public, the Legislature, the California Transportation Commission, and various control agencies.

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### PUBLIC AND INTERNAL CONTACTS

The PDeU Manager must frequently communicate with managers and staff at all levels within the state and a variety of vendors and contractors that work with PDPD related functions. Internal contact with the PDPD staff in other divisions will be regular and frequent, covering a wide array of issues. Regular communication and coordination will be required with the PDPD Office Chief and other managers associated with professional development in the department. Regular briefings with the Assistant Project Delivery Division Chiefs and upper management will also be required. Externally, the incumbent may be called upon to brief control agencies such as the California State Transportation Agency (CalSTA), the Department of Finance (DOF), the Legislative Analyst Office (LAO), and other internal and external entities.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must deal effectively with pressure, maintaining focus and intensity while remaining optimistic and persistent, even while experiencing adversity.

Must value cultural diversity and other individual differences. Must behave in a fair and ethical manner towards others and demonstrate a sense of responsibility and commitment to public service. Some travel to the Districts and within the State may be required.

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### WORK ENVIRONMENT

This position's headquartered location is Sacramento, CA. While at headquarters, the incumbent will work in a temperature controlled office environment under artificial lighting, and in an office environment such as a cubicle or workstation. The incumbent may also be asked to travel within the State on day and/or overnight trips.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans' 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.)

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.

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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

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