

POSITION DUTY STATEMENT

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE C.E.A.	OFFICE/BRANCH/SECTION District 51/Division of Traffic Operations	
WORKING TITLE Chief, Division of Traffic Operations (C.E.A. B)	POSITION NUMBER 913-350-7500-002	REVISION DATE 01/10/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the general direction of the Deputy Director of Maintenance and Operations, the Division Chief of Traffic Operations develops and implements policies for all departmental activities relating to the Traffic Operations Program statewide. The incumbent also is responsible for the division's headquarters organization, including the offices within Administration, System Management, System Operations and Transformational Mobility. The Division Chief will work closely with internal and external stakeholders to develop strategies that maximize safe and efficient movement of people and goods throughout California, including utilizing the latest technological innovations and practices, as well as data and performance metrics.

CORE COMPETENCIES:

As a C.E.A., 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. (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)
- **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. (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)
- **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. (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)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (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)
- **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. (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)
- **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)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (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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TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
40%	E	<p>Responsible for the overall leadership and management of the Division of Traffic Operations. Develops and implements policies relating to the Traffic Operations Program statewide. Develops long term strategic plans relative to Caltrans' Traffic Operations program. Provides advice and assistance to the Deputy Directors, Division Chiefs and District Directors in all matters pertaining to Traffic Operations and in statewide policy development and implementation. Responsible for leading a multi-functional team and partnering with all divisions and districts within the Department to provide statewide leadership and direction on traffic operations related activities. Oversees the establishment and implementation of performance measures, as well as work to align the overall strategic direction of the program with the Department's strategic plan. Ensures timely completion of Program deliverables to the public and internal stakeholders.</p> <p>Provides policy direction to ensure that program resources are identified, budgeted and appropriately expended. Additionally, in close collaboration Safety Programs in Headquarters and the Districts, work to prioritize budget, resources, and projects that reduce fatalities and serious injuries to zero, consistent with the Director's Policy on Road Safety.</p>
40%	E	<p>Provides policy direction for Traffic Operations activities to determine relative requirements, operational deficiencies, safety considerations, and responses to public complaints. Develop policies, guidance, investment strategies, and projects where appropriate to maximize performance of the highway system to improve travel reliability and provide safe access and equitable travel choices for all including pedestrians, cyclists, transit, rail users, and freight. Leverage technology and promotes innovation to improve the way Caltrans manages and operates the state highway system.</p> <p>Provides direction in a manner consistent with the Department's mission and vision and Division's strategic initiatives. Provides direction to ensure the Division is in accordance with statewide transportation goals, objectives, policies, regulations, standards, plans and actions and initiates measures to remedy deficiencies when appropriate.</p> <p>Recommends and approves Department policy related to traffic operations. Oversees analysis of State and Federal legislation with impacts to the Program. Ensures policies and procedures meet the needs of Caltrans and stakeholders. Ensures cross-functional, equitable considerations are part of the decision-making process, including coordination with Federal, State, regional and local partners.</p>
20%	E	<p>Advise the Program's Deputy Director and various Executive Staff on the full range of complex issues related to the Traffic Operations program. Represents the division and leads cross-functional teams on relevant steering committees, boards, etc. Represents the department and assists in studies with research partners, committees, and organizations. Ensures compliance with all laws, rules, policies and practices. Establishes and maintains a work environment that leverages a diverse and inclusive workforce in order to achieve both superior business results and equity. Serves as the Department's principal focal point for all related issues with external partners, elected officials, and their representatives. Supports the Department's emergency response activities.</p>

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

May directly or indirectly supervise engineering, administrative, planning, external affairs, maintenance managers and/or staff. Establishes and provides functional guidance to thousands of employees who perform traffic operations or related duties, across all divisions and districts. The incumbent must have the ability to assimilate and evaluate technical and procedural input from various sources, develop alternative courses of action, reason logically and creatively, and make objective recommendations on all issues related to the division.

Partners with the Division of Safety Programs across the state to determine appropriate allocations to districts and divisions for safety and traffic-related initiatives. Sets clear targets for implementation of key initiatives and projects within the division and districts, working to align the overall strategic direction of the program with the Department's strategic management plan and

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goals.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires an innovative, strategic, and collaborative mindset, as well as thorough knowledge of:

- Caltrans' Strategic Plan, Climate Action Plan for Transportation Infrastructure, the 2050 California Transportation Plan, and related plans and reports.
- Safe Systems approach.
- Transportation management systems (TMS) and asset management.
- Public transportation management and administration; principles and practices of project and organizational management; functions of Federal, State and local governments within the area of transportation; and budget practices.

The position requires an extensive background in preparing and delivering oral presentations, along with the ability to develop and prepare written documents, and direct cooperative working relations with representatives of all levels of government, the public, and Legislature. The incumbent must analyze and resolve highly complex and/or politically sensitive problems from inter-agency and public relations issues. The incumbent must have the ability to assimilate and evaluate technical and procedural input from various sources, develop alternative courses of action, reason logically and creatively, and make objective recommendations in all issues in relation to traffic operations.

Must have:

- A lens and focus on the importance of equity and community engagement.
- Strong communication and collaboration skills.
- Strong initiative and desire to pilot new technologies and innovative methods for achieving department goals.
- An understanding of the principles and techniques of personnel management and supervision, including the department's Equal Employment Opportunity (EEO) objectives and a manager's role in achieving EEO objectives.
- An understanding of the manager's role in achieving safety, health, workplace diversity, and labor relations objectives and requirements, including the processes available to meet these objective and requirements.
- The ability to analyze administrative policies and organizational procedures and practices; plan, organize, and direct the work of multidisciplinary professional and administrative staff; judge work quality and performance accurately; and integrate the activities of a diverse program to attain common goals.
- The ability to analyze situations accurately, adopt an effective course of action in the resolution of complex problems, and contribute effectively to the department's safety, health, EEO, and labor relations objectives.
- The ability to gain the confidence and support of colleagues and partners, advising staff and executives about a variety of matters, develop cooperative working relationships with representatives of all levels of government and the public, and analyze complex problems and recommend effective courses of action.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for the overall policies, direction setting, and priority establishment for the development, management and administration of the Division of Traffic Operations. The incumbent provides guidance and strategy for preparing recommendations on maintenance management matters and decisions. Expert advice to top management is essential to avoid errors that could expose Caltrans to criticism and seriously restrict the operating capability and flexibility.

This is a high-profile program area in which the Legislature's transportation policy staff and committee members have exhibited intense interest. The incumbent is expected to make sound decisions and take appropriate actions to reach Caltrans' objectives. The consequence of errors in program direction and execution can result in loss of resources, funding support, federal reimbursement, legislative support, and the opportunity to solve critical transportation problems across the entire scope of the program and Caltrans.

PUBLIC AND INTERNAL CONTACTS

The incumbent represents Caltrans and participates in meetings and dealings with Federal, State, regional and local agencies, elected officials, and the public. In addition, the incumbent makes frequent presentations and maintains good working relationships with other Programs, Districts and local jurisdictions. The incumbent may lead or participate in internal and external task force groups and committees.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Ability to work in a high-pressure and fast-paced environment while simultaneously maintaining strong communication and close interpersonal relationships. Ability to develop and lead strong teams, leverage resources, respond to difficult situations, recognize emotional and politically charged issues, and acknowledge various perspectives. The incumbent should be able to quickly adapt behavior and work methods in response to new information/priorities, and unexpected obstacles; multi-task; effectively interact

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with many levels of people in a cooperative manner; be decisive; take appropriate actions; and complete tasks or projects with a short notice. The incumbent should be able to deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity. The incumbent may be required to sit for long periods of time using technology, engaging in meetings, writing and reviewing documents.

Strong emotional intelligence required to develop and maintain productive working relationships; respond appropriately to multiple workload requests and conflicting deadlines.

The incumbent shall act in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public services; develop new insights into situations and apply innovative solutions to make organizational improvements; create a work environment that encourages creative thinking and innovation; be willing to take risks and initiate actions that involve a deliberate risk to achieve a recognized benefit or advantage; and value cultural diversity and other individual differences in the workforce.

Sustained mental activity for writing, editing, reviewing, collaborating, problem solving, conducting analysis and related tasks. The ability to multi-task, adapt to changes in priorities and ensure completion of tasks or projects given short notice, develop new insights into situations, foster a work environment that encourages creative thinking and innovation; to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles; and demonstrate a sense of responsibility and commitment to public service.

WORK ENVIRONMENT

The work environment is fast-paced, busy and requires considerable flexibility in managing time, priorities, and assignments. While at their base of operation, incumbent will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Incumbent will be required to travel in state, out-of-state, and internationally.

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 the California Department of Human Resources (CalHR) regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

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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