

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION Division of Procurement and Contracts	
WORKING TITLE Policy Branch Chief	POSITION NUMBER 702-019-4800-056	REVISION DATE 01/07/2025

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 Office Chief, Policy and Protests, a Staff Services Manager II, the incumbent is responsible for supervising and directing the Bid, Protest, and Dispute Branch for the Division of Procurement and Contracts. In this capacity, the incumbent plans, organizes, coordinates, and directs professional staff in processing contract bids, performing analysis and preparing recommendations on contract and procurement protests, disputes, terminations, and claims, and addressing other concerns raised by departmental or external entities. The incumbent is responsible for the administrative functions within the Division, and personally performs the most complex or sensitive projects that arise. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' expectations.

**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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, 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)
- **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, 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. (Cultivate Excellence - Engagement, Equity, Innovation, Integrity)
- **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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - 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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - 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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - 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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - Engagement, Equity, Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

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

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55%	E	Supervises, directs, organizes, and reviews the work of professional staff engaged in policy development for acquisition and contract services, forms and records management, internal and external contracting and procurement reporting, administration of the database used for contract tracking and administration, internal and external audits, information and policy bulletin updates/creation, legislative proposals and bill analysis, and addressing other policy concerns raised by departmental or external entities. Provides guidance, training, and coaching to staff to ensure completed staff work is achieved on a timely basis and Branch communications and activities are consistent with applicable state policies, laws, rules and regulations. Initiates the hiring process for Branch staff, develops screening criteria, conducts interviews, develops justification for employee selection, and develops timely performance evaluations and training plans for Branch staff. Reports to the Office Chief on critical issues and activities relating to the areas assigned.
20%	E	Develops and publishes detailed departmental reports on assigned activities; develops and implements business process improvements for transparency and continuous improvement. Develops and manages internal communication forums for sharing best practices and lessons learned with the DPAC management team.
15%	E	Develops internal partnerships with Caltrans' Districts and Divisions to identify customers' needs and opportunities for efficiency and improvement. Develops external partnerships with the Department of General Services (DGS) to ensure adherence to applicable laws, rules, and regulations.
5%	E	Provides a liaison function to Departmental Programs and Districts to assure customer needs are receiving timely processing. Liaison duties include but are not limited to answering questions on the telephone, attending meetings when required, and representing the department before control agencies. Meets with Departmental staff to resolve questions and concerns.
5%	M	As a member of the DPAC management team, regularly participates in staff meetings and related efforts to improve the Division's operational efficiency. Represents DPAC at various internal and external meetings and makes presentations to DPAC staff and customers as assigned.

<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**

The incumbent directly supervises five to seven staff at any given time (any combination of Office Technicians, Staff Services Analysts and Associate Governmental Program Analysts).

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent manages the unit in accordance with correct and ethical management principles of administration, personnel management and supervision. The incumbent should be knowledgeable of the Department's mission/vision and goals in addition to Deputy Directives and Director's Policies. The incumbent should be knowledgeable of principles and practices of employee supervision, development and training, including supervisory responsibilities associated with safety, reasonable accommodation, and equal employment opportunity.

The incumbent must have excellent skills in verbal and written communication, organization, problem-solving, and analyses. The incumbent must possess workload management skills to produce quality products and complete assignments on time. The incumbent must be able to analyze complex and difficult administrative problems relative to procurements and administration of contracts that may affect Districts and Divisions. The incumbent recommends effective courses of action and ensure timely implementation. The incumbent must be able to make effective presentations and competently represent the Division before the Department, other agencies, industry advocacy groups and the business community. Administrative problem solving skills are required to prepare and present findings and recommendations on new procedures, guidelines, and instructions.

The incumbent 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 management 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; develop, 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 equal employment opportunity objectives. The incumbent must have a basic understanding of a personal computer and the ability to learn and operate new software and database programs, and possess good judgment in procedures and selection criteria for the hiring of staff.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent must be able to exercise good judgment to fulfill their comprehensive responsibilities. The necessity that

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acquisitions adhere to legal requirements makes this position extremely sensitive. An inaccurate interpretation or application of the law, failure to implement proper controls or the inability to eliminate errors could result in violation of statutory requirements. The consequence of violations include delays and increased project delivery time due to increased review by control agencies, loss of federal monetary participation, betrayal of public trust, embarrassment to the Department, lawsuits against the Department or Department's personnel, and loss or reduction of the operational delegation from the DGS.

### PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels of staff and management (including the Division Chief level and above) on contracting processes and procedures. The incumbent is in regular contact with various departmental entities and external agencies including DGS, Caltrans Legal Division, Office of Civil Rights, Caltrans District and field offices, as well as members of the business community. The incumbent may be assigned to represent the Department in proceedings before control agencies, or the Division of Procurement and Contracts on task force assignments. The incumbent must be able to treat customers with tact and respect.

### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

### WORK ENVIRONMENT

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

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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