

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION IT/PBMD/Bus Mgmt/IT Admin Svcs/HR & Admin Support	
WORKING TITLE Human Resources Branch Chief	POSITION NUMBER 900-170-4800-924	REVISION DATE 03/10/2025

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 Staff Services Manager II, IT Administrative Services Office Chief, the Staff Services Manager I (SSM I) serves as Information Technology's (IT) Human Resources (HR) Manager. The incumbent is responsible for overseeing, supporting, and supervising the daily operations of the full range of HR services to the IT Department. The SSMI will independently perform, facilitate, coordinate, and lead complex special projects and assignments related to a variety of IT HR, operational planning, and administrative functions. The SSMI must possess a strong ability to write, problem solve, organize, communicate, and manage multiple priorities. The SSMI will coordinate critical workload and projects on behalf of the IT Administrative Services Office and Division, working closely with management to provide guidance and consultation on sensitive projects and complex matters related to ITHR.

As the liaison to the Department's Division of Human Resources (DHR), the incumbent ensures that IT HR is providing the most up-to-date information, aware of the most current rules and regulations and providing direction, technical assistance, consultation and training to the IT Executive Team, as well as, IT supervisors and managers on a broad range of HR disciplines. The incumbent will participate on various special projects and teams representing IT. The incumbent will serve as the Subject Matter Expert and Product Owner for the Division's IT HR dashboard and tracking system.

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. (Employee Excellence - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Innovation, 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. (Employee Excellence - Collaboration, Innovation, 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. (Employee Excellence - Collaboration, Innovation, Integrity)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Collaboration, Integrity, People First)
- **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. (Employee Excellence - Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation, Pride)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Innovation, Integrity, Pride)

TYPICAL DUTIES:

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

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50%	E	<p>Manages and oversees the IT HR staff on daily operations of the IT HR Unit. Manages, directs, and provides guidance to IT HR staff, IT Admin Services, and IT management on best practices and processes including but not limited to hiring, classification allocations, range changes, minimum qualifications, duty statement development and organizational adjustments. Provide subject matter expertise and act as a liaison to DHR. Provides guidance and training to the IT Admin Services staff on all HR functions. Independently and in coordination with IT HR, process, research, review, and maintains various recruitment and hiring package requests. Independently perform, research, coordinate, and/or lead complex, sensitive, and confidential assignments related to a variety of HR programs and initiatives. Manage and facilitate the IT Division's MSP Program including coordination and development of documents and materials ensuring compliance of the Departments policy and best practices.</p> <p>Evaluate and monitor IT HR programs and workload in order to manage, lead, train, mentor, and implement process improvements. Continuously review and recommend improvements for IT HR administrative processes, including the ongoing development of forms, instructions, processes, and webpages utilized by the IT HR staff, IT Admin staff, and the IT Management Team.</p> <p>Serve as the Subject Matter Expert, Product Owner, and perform administrator duties for IT HR dashboard and IT HR Tracking system. This includes but not limited to writing business rules, manuals, entering data, research analysis, working with management, vendors, project managers, updating access, etc.</p>
20%	E	<p>Execute and/or lead special projects, researching and identifying data and/or other information, resources required to complete assigned projects, including but not limited to Position Tracking Automated System (PTAS) reports and Position Blanket reports, etc. Reconciles staffing level and organizational charts to the monthly PTAS report to track positions accordingly. Performs monthly organizational chart update and reconciliation. Lead and participate in multi-section meetings to address complex and sensitive HR projects and issues. Oversees and provides regular status to management on all mandated compliance reports.</p>
15%	E	<p>Serve as a subject matter expert and technical advisor for IT by coordination with DHR on the development and implementation of strategies to improve IT HR administrative training to the IT Management team, including but not limited to best practices, the proper contents/management of drop files, supervisors and managers completing their responsibilities in the Family Medical Leave Program, Reasonable Accommodation Program, Workers Compensation, probationary reports and performance reviews. Provides guidance and internal training on HR for the IT Management Team. In consultation with the IT Management Team, develop suggested training plans for all IT classifications.</p>
10%	E	<p>Assist the IT Administrative Services Office Chief when necessary. This may include but not limited to IT HR, facilities, IT training program, student assistant program, etc. Assist the Business Management Chief, and the Project and Business Management Division Chief as needed.</p> <p>Coordinate, process, and act as liaison between Technology Business and Financial Management Unit (TBFM) on non-IT procurements and contracts such as U10's, training, purchases, etc.</p>
5%	M	<p>Other related duties as assigned.</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

The incumbent directly supervises analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: the Department's mission, vision, goals and objectives, as well as the Department's policies and procedures; the principles of organization, administration and management; principles and practices of personnel management, employee supervision, and office management procedures. The incumbent must have a thorough understanding of the laws, rules, policies and procedures governing personnel and position management in State government. Excellent communication and interpersonal skills are required to ensure effective communication with all levels in the organization as well as internal and external customers.

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Must have excellent writing skills, and strong supervisory, leadership, and organizational skills.

Ability to: motivate employees and foster a team environment; be detail oriented; monitor resources, analyze fiscal data and make sound recommendations; prepare comprehensive reports; work independently and as a member of the IT management team; define management issues and personnel problems; identify key issues and implication of unresolved problems; identify and compare alternative courses of action; and develop and defend recommendations.

Analytical Requirements: The incumbent must also have a level of analytical ability and expertise to permit the exercise of sound judgment in all HR disciplines - from conceptualization through detailed implementation of the most complex HR matters. Incumbent must also be able to analyze and be resourceful in solving complex management problems, including staffing, fiscal and organizational issues, while being flexible in the possible solutions. Incumbent must have sound consulting/negotiating skills, and the ability to perform efficiently and effectively under deadlines and pressure.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to make informed decisions for the Division that will reflect positively on the Department of Transportation. Inappropriate decisions or advise can have a direct adverse impact on meeting the Department's program goals, potentially costing the Department loss of credibility and possibly compromising IT goals and objectives.

Incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

PUBLIC AND INTERNAL CONTACTS

The incumbent will routinely interface with subordinates, peers, clients, and Executive management, both in the districts and in headquarters, to plan, coordinate, or advise on work efforts, or to resolve issues or operating problems. The incumbent will have occasional contact with external entities, e.g., state departments, control agencies, and vendors, to resolve processing problems, or to secure the resources, expertise, and approvals necessary to complete assignments. Incumbent must establish and maintain good partnerships with IT managers and staff, District Resource Managers and staff, and IT's internal and external customers.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone either in the office or while teleworking.

Mental requirements include: be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional requirements include: be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

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. The incumbent is expected to be able to report to their worksites with minimum notification if an urgent need arises. The incumbent will be required to commute to the headquartered location as needed to meet operational needs.

Business travel may be required. When available, a State vehicle will be provided. Possession of a valid driver's license is required when operating a State owned or leased vehicle. If the incumbent utilizes their own personal vehicle, they may be reimbursed for travel expenses. 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 incumbent.

When not working remotely, the incumbent will work in a climate-controlled office under artificial lighting using a personal computer.

Some weekend or after-hours may be required. The incumbent must carry a cell phone and respond to calls after hours.

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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.

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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