

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION DHR/Classification and Hiring	
WORKING TITLE Branch Chief, Classification & Hiring Services	POSITION NUMBER 913-044-4800-911	REVISION DATE 02/01/2022

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 general direction of the Office Chief, Classification & Hiring Services, the Staff Services Manager I supervises a team of analytical staff to ensure excellent customer service to managers and supervisors on current personnel issues, policy and procedure changes, policy implementation, and classification & hiring related matters. Incumbent may also have to occasionally travel to offices and field locations throughout California.

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 - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence, Advance Equity and Livability in all Communities - Innovation, Integrity)
- **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. (Cultivate Excellence - Integrity)
- **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 - Engagement)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Cultivate Excellence - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Advance Equity and Livability in all Communities - Engagement)
- **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 - Engagement, Pride)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence - Engagement)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Cultivate Excellence - Engagement, Integrity, Pride)

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
40% E	Supervises and provides guidance/direction to staff when advising managers and supervisors on hiring and classification matters. The goal is to define issues clearly and develop a range of alternatives and a variety of appropriate solutions. Topics can include; return to work, proposed reorganizations, exam needs, and classification issues. Ensure subordinate staff are properly trained, knowledgeable and skilled in; determining the correct classification of all positions to be certified if needed; performing desk audits to ensure proper level and kind of duties; appointing persons to positions by preparing necessary documents and appointment.

ADA Notice

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25%	E	Provides guidance and training to staff on how to determine a legal means of hire. Guides staff in the interpretation of Federal, State Personnel Board, Department of Human Resources (CalHR) and other related laws and rules; ensuring hiring actions taken are legal, and; determining alternate salary ranges and hire-above-minimum amounts for new employees.
25%	E	Provide continuous feedback to staff that highlight performance successes and develop action plans to close competency deficiencies and performance gaps. Foster and maintain a work environment that leverages a diverse and inclusive workforce in order to achieve superior business results.
10%	M	Independently perform or participate in human resource/management special projects, which have departmental impacts.

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

Supervises a staff of Associate Personnel Analysts and Staff Services Analysts.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The Staff Services Manager I should have the ability to model a positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Demonstrated knowledge of the principles, practices and trends of leadership, public and business administration and human resources, employee development and training. Ability to supervise and direct in order to develop subordinate staff's ability to apply laws, rules, policies and procedures to achieve departmental objectives. Ability to plan, direct, monitor, and evaluate subordinate staff and promote principles of Equal Employment Opportunity.

Must have thorough knowledge of all laws, rules, policies, and practices related to personnel and classification and pay issues in State government and ability to interpret and apply them. Must be familiar with the Department of Transportation's mission and goals and be able to apply the Division of Human Resources' strategic objectives needed to accomplish them.

Must be able to reason logically and use analytical techniques to solve difficult human resource problems. Must be able to model and express ideas and present information clearly and logically, both orally and in writing to managers, supervisors, and employees. Must be able to direct staff in the review and evaluation of requests from managers that cover the broad range of human resource considerations including classification decision (and how to conduct a job audits), appointments, transfers, and out-of-class experiences. Must ensure staff develop technically sound alternatives that may include developing new approaches and organizational change or revisions. Must be able to direct staff to provide thorough and complete staff work on human resource related issues to meet immediate needs of operation units.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The manager, independently and without review, guides staff to make determinations of all classifications that are delegated to the Department in their assigned units. These decisions may be sensitive in nature, and if so, will be discussed with the supervisors prior to decision. The manager will lead staff in the development of departmental policy concerning a broad range of personnel management subjects and advise management on problem situations including salary inequities and employability questions. The manager will ensure staff is skilled in consulting with management on their need for position reclassification or unit reorganization because of growing or declining programs. The manager will provide guidance to subordinate staff in researching existing policy and rules prior to developing a draft proposal. Inaccurate guidance may lead to illegal appointments, legal consequences and/or loss of credibility for the division or department.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Independently confer with all levels of management and staff in the Department and with employee representatives, e.g. union representatives, personal attorneys, etc. in their daily activities. They also consult with staff of control agencies for guidance.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate controlled office under artificial lighting. Employee may also have to occasionally travel to offices and field locations throughout California.

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