

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION D56 Maintenance/Office of Asset Management	
WORKING TITLE Asset Management Support Manager	POSITION NUMBER 913-660-4800-918	REVISION DATE

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:

The Office of Asset Management is responsible for the State's Transportation Asset Management program. This Caltrans program implements asset management, a requirement of federal regulation and California law. Under the direction of the Staff Services Manager III, the Asset Management Support Manager, a Staff Services Manager I Specialist (SSM I), is responsible for asset management improvement and communication and for developing guidelines, plans, and policies related to the Transportation Asset Management Plan (TAMP) consistent with applicable legislation, government code, law, rule and plans. The SSM I provides oversight and support of asset management administrative functions including communication, office management, budgeting, personnel support, training, facilities, and contract management. The SSM I will provide similar support to the Transportation Asset Management System (TAMS) project.

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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Cultivate Excellence - Engagement, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **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. (Strengthen Stewardship and Drive Efficiency - Integrity)
- **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. (Cultivate Excellence - Integrity)
- **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 - Engagement)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Engagement)
- **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. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Integrity)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Innovation, Integrity)

TYPICAL DUTIES:

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

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40%	E	<p>Communication and Improvements Act as a statewide program representative for the Department's asset management efforts in preparation of Asset Management Improvement, Communication and Change Management Plans. As outlined in the TAMP, a critical part of good asset management is continual process improvement. Develop reporting documents and manage the process to meet quarterly, annual, and biennial federal and state mandated reporting requirements.</p> <p>Develop and manage the Transportation Asset Management (TAM) Communication and Change Management Plan(s) to market asset management to ensure successful implementation of asset management statewide. Lead the unit in telling Caltrans asset management story, goals, and progress. Identify marketing needs, audiences, and opportunities, as well as various types of communication and prepare, implement and manage plans to address them. Develop asset management marketing tools for a wide variety of electronic as well as more traditional media. Create marketing plans tailored to specific marketing needs. Investigate, adopt, and employ new technology to ensure efficiency and effectiveness of asset management communications. Prepare reports, graphics, visualizations and on-line media to communicate asset management concepts, progress, techniques, and benefits to ensure buy-in for asset management during and after the implementation process. Update internal and external websites. Lead discussions and communication representing Asset Management.</p> <p>Develop, lead and manage data analysis, studies, reports and recommendations for various areas in asset management. Manage, track, record, and report improvement recommendations and their implementation. Lead and ensure incorporation of this information in updates of the TAMP. Lead, develop, and implement TAMP and Transportation Asset Management System (TAMS) improvement areas. Manage and report on the Office of Asset Management's State and federal research agenda. Review others' work and provide feedback on content, as well as style. Work as a team member or lead on group projects.</p>
30%	E	<p>Policy Development and Implementation Provide policy and technical support and oversight for the development and implementation of asset management statewide. Understand issues and develop original content to meet all aspects of asset management responsibilities. Ensure implementation is consistent with applicable legislation, government code, law, rule and regulations. Manage and maintain documentation of TAMP preparation, critical decisions, and implementation to support mandated reporting requirements. Lead departmental effort on implementation of federal performance measures 2 (PM2) guidelines on asset management.</p> <p>Prepare, develop, and maintain policies and guidelines for asset management, including Director's Policies and Deputy Directives. Manage operation of asset management committees, including the Deputy Director's policy steering committee, the Transportation Asset Management Steering Committee, and the TAMS project team by identifying goals of each meeting, creating presentations and handouts, preparing agenda and meeting minutes, scheduling, and organizing, identifying attendees, obtaining speakers, and providing general meeting support to achieve those goals.</p> <p>Manage operation of and support report writing teams to ensure timely, efficient, and accurate production of required federal, state, and California Transportation Commission reports, plans, and products. Assist project teams by establishing team goals to ensure successful projects and accurate results. Assist the team by writing reports, preparing documents, documenting critical decisions and managing project data on request.</p>

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20%	E	<p>Office Management</p> <p>Provide administrative support for the Office of Asset Management including ensuring office administration, facilities, budget, accounting, contract management, human resource support, training and personnel support functions are performed. Anticipate office needs to ensure Asset Management staff have the supplies, tools, and equipment necessary to be productive and for the office to run smoothly. Negotiate on behalf of Asset Management with Maintenance support staff to obtain material and services as necessary. Manage the unit's budget and personnel support, including review and tracking expenditures, providing reports to management, preparing projections, preparing personnel documents, and working as a primary contact with budget and personnel partners as necessary. Develop and manage asset management contracts. Manage communication between vendors and contractors, working teams, and asset management staff to ensure communication is timely, clear and complete, facilitating work progress.</p>
10%	M	<p>Manage and provide program information to Department management and external agencies as requested. Respond to requests for information, program assistance, and other duties as required.</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

Function as a nonsupervisory staff specialist in a statewide capacity directing project and program development, guidelines and policies. May supervise volunteers, interns, students and contractors and may provide guidance to teams working in or with Asset Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a good understanding of asset management and strategic planning processes and the specific direction being used in the Department's Asset Management effort. Must understand principals of asset management and how and why it is being implemented in Caltrans. Must have ability to evaluate asset management narratives for alignment with program goals and direction. Must be familiar with and able to implement strategies for effective meetings. Must be familiar with Caltrans' policy development and implementation processes. Must be able to organize and lead report writing teams to achieve successful completion of document and report preparation, reproduction and distribution. The incumbent must possess the ability to collect, develop, categorize, maintain and summarize information to prepare and present clear and concise correspondence, reports, and technical documents. Must have the ability to lead a team and work in a team environment, be open to new and different ideas and opinions, have the capacity for creative thinking and problem solving. Must have ability to manage contracts through the contracting process and after award. Must demonstrate effective oral and written communication skills. Must be able to multi-task, manage simultaneous projects with short deadlines and long term deadlines and deliver quality products. Must be able to review others' documents for content as well as style, ensuring written narratives and analyses are inherently cohesive and well supported. Must be able to communicate effectively in writing and orally; work cooperatively with staff and management in both districts and headquarters; negotiate resolutions to issues or problems; set and accomplish goals; be sensitive to and work with political interests; and develop effective presentations, graphics, visualizations, and training as necessary. Must be able to maintain a high level of confidentiality.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The consequences of errors or bad judgment can be serious. Incorrect analysis of asset management information could lead to misdirection or delay in implementing aspects of the program. Inability to be accurate and timely, to work well with others, and maintain confidentiality can adversely affect team progress and possibly affect implementation of the Department's Asset Management Program. Inability to see the big picture and keep goals and objectives in mind could result in pursuing short term projects that do not advance the program and waste resources.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have regular contact with Asset Management office employees, members of Asset Management teams, General Services, Maintenance, Administration, and Director's Office staff, vendors, and contractors. May interact with all levels of management and staff of headquarters programs and districts. Has occasional statewide contact with national, federal, state and local management and key staff and the public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must have the ability to sit for long periods of time using a keyboard and video display, maintain long periods of concentration when doing analysis and data checking, and respond to difficult situations when dealing with persons of diverse background, needs and situations. Must be able to multi-task, adapt to changes in priorities, keep organized, and complete tasks or projects with short notice. Must maintain focus and remain optimistic and persistent under adversity. Be tactful and treat others with respect. This position may require travel based on business needs.

WORK ENVIRONMENT

The incumbent may be exposed to a climate-controlled environment and artificial lighting for extended periods of time. However

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due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Telework and report to the office two days a week as determined by Office Chief, subject to change based on department policy and business need. May report to office more frequently based on business needs for meetings, conferences, and training.

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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