

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION PMP/Hiring & Position Management Liaisons	
WORKING TITLE Branch Chief, Hiring & Position Management Liaisons	POSITION NUMBER 900-075-4800-920	REVISION DATE 04/02/2025

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 of Planning and Modal Program, Program Management Division (PM2), Hiring and Position Management Liaisons, a Staff Services Manager II, the Staff Services Manager I serves as the Hiring and Position Management Liaisons Branch Chief, overseeing position management, hiring, and human resources related activities for all Planning and Modal Programs (PMP) positions and employees within the districts and PMP divisions. As the supervisor over the liaisons between the Division of Human Resources (DHR) and PMP, the Staff Services Manager I provides guidance and assistance to supervisors and staff on PMP position management, hiring, and personnel activities. The Staff Services Manager I analyzes, interprets and applies a wide variety of personnel laws, rules, policies, and processes, exercising a high degree of initiative and independent judgment when recommending and/or implementing solutions.

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. (Safety, Equity, Employee Excellence - Innovation, Integrity, People First, Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity, Employee Excellence - Equity, Innovation, Integrity, Stewardship)
- **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. (Equity, Employee Excellence - Equity, Integrity, People First, 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 - Integrity, Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Innovation, Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Equity, Innovation, 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. (Equity, Employee Excellence - Collaboration, Integrity)
- **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. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, People First, Stewardship)
- **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. (Equity, Employee Excellence - Integrity, Stewardship)

TYPICAL DUTIES:

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

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40%	E	Supervises staff responsible for, and oversees activities related to, PMP position management and human resources related activities. This includes PMP position control, unit modifications, creating, managing, processing and reporting of personnel actions, appointment requests, duty statements, organization charts, preparing requests for training and development assignments, and any other component or information needed as part of filing, reclassifying, or moving positions for submission to DHR for final review and determination on approval or denial of the request. Manages reporting related to PMP positions and hiring (i.e. number of vacancies each week, time-frame for hiring processes, number of blanket positions, etc.). Manages position tracking to ensure accuracy. Creates and documents reports based on positions and hiring and submits to PM2 Division Chief and Deputy Division Chief.
35%	E	Serves as a Liaison between PMP and DHR to resolve complex and time sensitive position management and human resources related issues. Assist with the review of applicable laws, regulations, rules, and serves as a resource for managers, supervisors, and employees of PMP. Provides technical guidance to PMP HR Business Partner staff and managers to assist in ensuring compliance with Caltrans, Department of Human Resources (CalHR) and State Personnel Board (SPB) laws, rules, guidelines, policies, and government codes. Prepares requests to submit to DHR regarding changes to classifications, duty statements, and reviewing and approving personnel action requests completed by staff. Partners with PMP managers to ensure positions are filled timely and districts, divisions, and programs are not exceeding their hiring authority.
10%	E	Researches, reviews, and provides analysis on enhancement of PMP HR Business Partner processes and procedures. Reviews and makes recommendations for new strategies and procedures that will enhance current processes. Develops tools necessary to implement recommendations. Tracks and monitors progress to ensure compliance in achieving objectives. Develops and implements policies and procedures within PMP and ensures compliance with control agency mandates.
10%	E	Supervises, trains, evaluates and assists subordinate staff. Assigns and evaluates workload and special projects to staff and reviews the completed product for accuracy and adequacy. Develops the analytical and decision-making skills of subordinate staff through discussion and critique. Utilizes effective communication strategies and performance management techniques in providing staff feedback; counsels staff as needed.
5%	M	Completes special projects and other related duties as assigned.

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 SSMI supervises 3-5 professional staff.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the Department's mission, vision, goals, and objectives. Knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Extensive knowledge of administrative functions, including State Personnel policies and practices, and a working knowledge of the planning programs and how they fit into the overall Departmental goals. The ability to consult with and gain cooperation of other State organizations to work independently, and to work under adverse circumstances. Exercise good judgment and tactfully resolve complex and sensitive issues. The ability to prioritize work. Good writing skills, the ability follow oral and written directions, be responsive to the needs of the public and employees of Caltrans and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. Have an understanding of computer applications, hardware and software, and be able to prepare and analyze comprehensive reports and make sound recommendations.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for effective decisions, actions, planning, and consequences. Responsible for assuring the effective use of established positions and operating expenses. Errors in judgment, planning or decisions may result in project delays that could increase project cost. Non-Compliance of State and Federal laws could result in the loss of Program funds. Failure to adequately manage information systems and other administrative function would result in overall loss of credibility and efficiency of the Planning and Modal Program.

PUBLIC AND INTERNAL CONTACTS

The incumbent must maintain effective working relationships with Headquarters, Districts, and the public. This includes external entities, (Federal and other State agencies as well as vendors) regarding questions or concerns related to time sensitive and confidential content. This position often consults with Planning programs, administrative service centers, Personnel, Controllers

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Office, Health & Safety, Labor Relations, accounting, Director's Office, Business Management, Training, IT, Audits, General Services, and other internal and external programs. This Consistent with good customer service practices and the goals of the Caltrans Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May require sitting for long periods of time using a keyboard and video display terminal. Ability to work on a keyboard; manual dexterity; sitting for long periods; develop and maintain cooperative relationships. The ability to grasp the essence of new information and master new technical and business knowledge. Ensure employees are treated in a fair and equitable manner. The ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The ability to deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity. The ability to develop and maintain cooperative working relationships.

WORK ENVIRONMENT

The incumbent works in an office environment for extended periods of time operating basic office equipment such as keyboard, mouse, dual-monitor computer system, and phone. Occasional reaching above shoulder level, bending/stooping, and occasional lifting up to fifteen (15) pounds. May be required to travel to meetings.

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 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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