

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION District 2/Administration/ Office of Business Management	
WORKING TITLE Business Management Chief	POSITION NUMBER 902-001-4801-	REVISION DATE 3/12/2025

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 the general direction of the Deputy District Director, Administration, a Staff Services Manager III, the incumbent has overall responsibility for managing, directing, organization, and planning of the District Business Management Office. This includes EEO, Safety, Training, Worker's Compensation, Human Resources Chief, Personnel Transactions, Recruitment, Employee Engagement, Hiring Services, and the Critical Incident Stress Management Program (CISM).

**CORE COMPETENCIES:**

As a Staff Services Manager II, S, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **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 - Engagement, Equity, Innovation, Integrity, 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. (Safety First, Cultivate Excellence - Engagement, Equity, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - 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 - Engagement, Equity, Integrity)
- **Conceptual Thinking:** Ability to find effective solutions to issues by taking the appropriate perspective (i.e., holistic, abstract, or theoretical). (Safety First, Cultivate Excellence - Equity, Innovation)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)

**TYPICAL DUTIES:**

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

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30%	E	Incumbent is responsible to manage staff in performing the functions within the District Business Management for the administration program and division, as well as supports all other programs and District Divisions, including Safety; Training; Workman's Compensation, Reasonable Accommodation program, and Human Resources. Provide leadership and direction to the training function in developing a district training plan, ensuring timely mandatory training needs, delivery of training classes and training related inquiries, and research are provided. Ensure the coordination of region wide training efforts.
20%	E	Through a direct supervisor, oversee Equal Employment Opportunity Program and Title VI Coordination related issues for the District. Ensure the implementation and effectiveness of the Equal Opportunity Program in compliance with Departmental Policy and Directives; Title VI (federally aided programs/ external), Title VII (employment/internal) of the 1964 Civil Rights Act, CA Title II (CA Fair Employment & Housing Commission – FEHC) regulation & Fair Employment and Housing Act (FEHA), the federal Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and applicable state laws relating to equal access and employment opportunities. Oversee the District support of Training and mandated Training requirements and database records; District compliance with all Safety related issues, including workplace violence, Maintenance field visits, and proper utilization of the Safety Van. Oversee the Workers' Compensation management for the District, which includes initial processing of District's workers' compensation claims and assistance to the Return to Work Coordinator for disability cases.
20%	E	Provides general direction to an SSMI, who supervises hiring services, executive support, employee engagement, recruitment, transaction liaison, student assistant and volunteer programs and out of state travel coordination. Through a direct report supervisor, work with District Management staff to ensure timely and appropriate usage of Position Authority. Oversee the monitoring of appropriate documents and reports to ensure compliance with Human Resources policy and procedure as it relates to Position Management. Develop and update District Activity Plans and report regularly to the District Management Team.
15%	E	Serve as the District's point of contact for Discrimination Complaint Investigation Unit, Workplace Violence Prevention, and Labor Relations regarding investigations and grievances. and is the liaison with District managers and supervisors.
10%	E	Manages staff through ongoing goal setting and feedback in the development of the District's yearly goals as set in the Department Strategic Plan.
5%	M	Attend mandated and recommended training, serve on various District and/or Statewide committees as needed, and provide back-up for other Administration division chiefs and delegation for the DDDA role as required.

<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**

Supervise the work of a group of professional and clerical staff, the Safety & Health/Training/EEO and Human Resources units led by SSMI supervisors, as well as occasional student assistants and retired annuitants.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of principles, practices and trends of public and business administration, program management, Department's and District's goals and policies. Requires a high degree of expertise in all aspects of programs of responsibility.

Incumbent must have detailed knowledge of all Federal, State and local laws, rules regulations, MOU's, and procedures applicable to programs of responsibility. Ability to reason logically and utilize a variety of analytical techniques to resolve complex governmental problems; develop and evaluate alternatives; analyze and present ideas and information effectively both orally and in writing; be flexible and negotiate effectively, gain and maintain the confidence and cooperation of those contacted during the course of business operations. Establish and maintain program priorities, develop and effectively utilize all available resources. The ability to communicate with all levels of staff and the public.

Must possess the ability to prepare clear and concise reports, communicate effectively, both written and orally with all levels of staff, negotiate effectively, deal tactfully with all parties in stressful situations, make timely decisions, prioritize critical programs, and excel in conflict resolution.

Must understand the principles and practices of employee supervision, development and training.

Must effectively contribute to the Department's Equal Opportunity objectives.

Must be able to evaluate and consider all factors and effectively develop action to react to any changes.

Must be able to negotiate settlement of complex issues to the satisfaction of all parties.

**ADA Notice**

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Must be able to analyze situations in an impartial manner, develop alternatives and recommend an effective course of action. Must be able to develop and maintain collaborative relationships with internal and external customers; handle sensitive and confidential information; conduct investigations; prepare and deliver presentations to small and large groups; act in a lead capacity; prepare clear, concise reports with meaningful statistical data; be proficient in using a computer with programs such as Word, Excel, Access, etc.

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**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent is responsible for the decisions, actions and consequences related to the programs of responsibility. Errors in decisions could result in unsafe working conditions. Loss of, or the inappropriate use of, information gathered in the course of business, could violate State and Federal laws and policies concerning confidentiality. Errors could place the department and its employees at risk by exposing the Department to unnecessary liability. Compromising confidentiality or the poor handling of information may require the Department to expend resources to make an explanation of, or defend decisions to, the courts, State and Federal offices, and the media. Ineffective representation of the Department at departmental and public events may result in creating a poor image bringing discredit to the Department. Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a management liaison, must maintain excellent working relationships with other managers to assure reputation and credibility of the District remains impeccable.

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**PUBLIC AND INTERNAL CONTACTS**

The incumbent will have continuous, daily contact with the Deputy District Director of Administration, other District Management staff, District supervisors, as well as Headquarters and other District and/or Region Staff. The incumbent may also have contact with various public entities, other local governmental offices, and occasionally members of the public.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent may be required to sit for long periods of time while using a keyboard and video display terminal or traveling in a vehicle to other locations. Must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally. Must be able to work independently. The incumbent will be required to move about in their daily supervisory activities on different floors and in multiple buildings. The incumbent will have to concentrate on highly technical details and successfully implement solutions. The incumbent will be expected to be emotionally and mentally capable of responsibly caring for state resources under their control and treating others with courtesy and respect. Must be able to determine and execute an effective course of action while under pressure. Must be able to organize and prioritize large volumes of varied documents and tasks. The workload is subject to frequent, substantial, and unexpected changes within a short time period. Requires ability to resolve emotionally charged issues reasonable and diplomatically. Must have the ability to apply sound judgment in problem solving. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to create a work environment that encourages creative thinking and innovation. May also be required to speak in front of large groups or represent the department at various meetings.

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**WORK ENVIRONMENT**

The incumbent will be exposed to computers, various lighting conditions, including but not limited to artificial lighting in a standard work cubicle in the office setting or at an approved telecommute location. Telecommuting is subject to completion and approval of the department's Telecommute Agreement. Incumbent will be required to stand or sit for prolonged periods. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Must be able to organize and prioritize large volumes of work documents. Employee may be required to travel within District 2 or infrequently statewide.

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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.)

EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE
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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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