

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE S Staff Services Manager II	OFFICE/BRANCH/SECTION Division of Procurement and Contracts	
WORKING TITLE Office Chief	POSITION NUMBER 702-019-4801-001	REVISION DATE 02/21/2023

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 direction of an Deputy Division Chief, Division of Procurements and Contracts (DPAC), a Staff Services Manager III, the incumbent provides direction and leadership to two/three contract acquisition branches, acts as liaison with the districts and headquarters programs regarding interpretation of current laws, policies and procedures and is proactive in assisting the districts and programs in meeting their contracting needs. The successful candidate must adhere to ethical practices and policies, ensure best value for the State, and demonstrate a positive attitude and a commitment to providing quality service that is accurate, timely, and exceeds customers' expectations. The incumbent must demonstrate a positive attitude to build and maintain strong relationships with our customers and be committed to providing quality customer service that is accurate and timely.

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.

- **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, Strengthen Stewardship and Drive Efficiency - Equity, 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, Innovation)
- **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, 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 - Innovation, 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 - Innovation, Integrity)
- **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. (Cultivate Excellence, Advance Equity and Livability in all Communities - Equity, Innovation)
- **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, Integrity)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Thoroughness:** Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Cultivate Excellence - Engagement)

TYPICAL DUTIES:

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

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40%	E	Provides direction, supervision and leadership to branch supervisors in the Division of Procurement and Contracts responsible for Non-IT Service Contracts. Responsible for workload management, staff development, reporting requirements, project and acquisition priorities, procurement audits and delegation reviews, policy development, contract management issues, and district/program concerns.
40%	E	Provides direction and consultation to executive management and departmental staff on a variety of contracting issues and take a proactive approach in finding innovative solutions to their contracting needs. Resolve procurement issues for the districts/programs by identifying the individual and systemic problems and developing creative alternatives.
10%	E	Ensures acquisition activities support accurate acquisition data submittal for the development of state and federal reporting. Participate in the continual development and implementation of acquisition manuals/guidelines/forms, boilerplate language, and automated procurement systems; partner with both internal and external customers to develop policies, procedures and systems that will continue to enhance customer services.
10%	E	Develops recommendations for management on budgetary issues, operating expense and position allocations, and improvements to the operational efficiency of the Division and participates in and supports the implementation of those improvements.

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 a staff of two/three Staff Services Managers I (Acquisition Branch Chiefs). Incumbent is second-line supervisor to 15 or more analysts and one/two Office Technicians.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent should be knowledgeable of the Department's mission and goals, plus program laws, rules, policies and trends relating to acquisition services. The incumbent must have a thorough knowledge of administration, management and supervisory practices including personnel and equal employment opportunities.

The incumbent must have the ability to analyze complex and difficult administrative problems relative to procurements and administration of contracts that may affect several different administrative and technical areas such as Legal, Disadvantaged Business Enterprises, Accounting, Audits and Investigation, Project Management, as well as other headquarters' and district programs. The incumbent recommends effective courses of action and assures implementation. The incumbent must be able to make presentations and competently represent the Division before the Department, other agencies, industry advocacy groups and the business community. Administrative problem solving skills are required to prepare and present findings and recommendations on new procedures, guidelines and instructions.

Must have good judgment in oversight of procedures and selection criteria for the hiring of staff. Must have the ability to communicate orally, in writing and with visual aids, and to coordinate effectively with all levels of management and employees. Must have a basic understanding of a personal computer and the ability to learn and operate new software programs. This position requires a high degree of ability to analyze and evaluate various management reports and other material; oversee the analysis of project requirements and schedules and the recommendation of types and methods of contract services; and to make early determinations and assessments of problem areas and to implement effective action measures.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for independent action and initiative to effectively evaluate problem areas in the procurement and contract acquisitions area, in contract administration procedures and to recommend solutions to those problems, and in utilizing technology to maintain accurate data and efficiently producing a variety of reports.

An inaccurate interpretation or application of the law, failure to implement proper controls, or the inability to eliminate errors, could result in violation of statutory requirements and loss of Departmental delegated authority to process purchasing and service contract documents. The consequence of violations include delays and increased costs in project delivery due to protested contracts, a loss of federal fund participation, betrayal of public trust, embarrassment to the Department, and lawsuits.

PUBLIC AND INTERNAL CONTACTS

The incumbent independently confers with all levels within the Department on matters relative to the administration of acquisition procurement and contracting activities. The incumbent is in regular contact with the Legal Division, Audits and Investigations, HQ Program management staff, and District management staff.

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This position will represent the Department on acquisitions of procurement and contract matters before the Federal Highway Administration, the Legislature, the Department of General Services, and the Commodity and Professional Services Committees of the Small Business Council, other state and local agencies, consulting firms, industry advocacy groups, the business community, and the general public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Keyboard use is approximately 40 to 50 % of the time. Must be able to sustain mental activity as needed for problem resolution, report writing, analysis, and reasoning.

Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents.

Employee must be able to persist, maintain focus and intensity, working within strict time constraints. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

Position requires interaction with many people. It is important that employees work with others in a professional manner. Employee must be able to develop and maintain cooperative working relationships. Employee must be cognizant of the needs, feelings, and capabilities of people in different situations; is tactful and treats others with respect.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Travel may be required related to District or Program issues/concerns regarding acquisition priorities, training, and to disseminate acquisition policies.

Overtime may occur, and vacation restrictions may apply during peak processing times of each year.

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

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