

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION PMP PMO Project Support & Monitoring	
WORKING TITLE PMO Project Support & Monitoring Branch Chief	POSITION NUMBER 900-074-4800-921	REVISION DATE 04/14/2025

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 Project Management, a Staff Services Manager II (SSMII), in the Planning and Modal Program Management Division (PM²), the Staff Services Manager I (SSMI) serves as the Branch Chief for Project Management Office (PMO) Project Support and Monitoring Branch. The incumbent will be responsible for ensuring PMP projects are properly planned, managed, executed, and controlled to provide the highest probability of project success. The incumbent ensures project management best practices, processes and procedures are consistently applied to all projects following the defined PMP project management model which is based on the Project Management Body of Knowledge (PMBOK). The incumbent will develop and deliver necessary training and support for project teams (Project Owners, Project Managers, and Project Management Assistants) through all phases of the project, from project proposal to close.

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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Collaboration, Innovation, Integrity)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Collaboration, 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. (Employee Excellence - Collaboration, Equity, 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. (Employee Excellence - Collaboration, Integrity, Stewardship)
- **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. (Employee Excellence - Collaboration, People First)
- **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. (Employee Excellence - Collaboration, Stewardship)
- **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. (Employee Excellence - Collaboration, Innovation, Integrity, Stewardship)
- **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. (Employee Excellence - 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. (Employee Excellence - Collaboration, Innovation, Integrity)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

35%	E	Provides oversight to ensure all PMP projects are managed by qualified personnel and planned and executed to ensure high probability of project success. Supports project managers in the use of Project Management (PM) standards techniques and tools in managing project risk through all project management phases; collects and promotes lessons learned across projects. Provides customer service to PMP divisions, programs and other key stakeholders to effectively and efficiently deliver expected results. Promotes continuous improvement of service delivery, standardization of policies and procedures and increasing project management maturity by determining and executing effective and efficient project management methodology, strategy, and decision-making process.
30%	E	Directs and trains project managers to effectively manage PMP projects of varying levels of size and complexity following Project Management Institute (PMI), and PMP standards and industry best practices. Develops and delivers role-based training and support as needed for the project team (Project Owners, Project Managers and Project Management Assistants) through all phases of the project, from project proposal to close. Monitors project management training records and follow-up when gaps are uncovered. Reports on program expenditures compared to budgeted allocations to ensure fiscal transparency and accountability.
30%	E	Hires, trains and supervises a team of analysts. Manages the unit's workload and provides technical guidance and direction to a team who are independently responsible for supporting project teams (Project Owners, Project Managers and Project Management Assistants). Prioritizes work and make assignments that are appropriate to staff's classification and skill set. Develops and coaches staff during their review of assignments. Facilitates an effective and efficient work environment that encourages staff to participate in planning, review and improvement of work processes and deliverables. Completes personnel and staff development evaluation reports and ensures each staff member has defined performance goals and objectives, and a training plan that addresses weaknesses and builds upon strengths for each employee. Ensures timely and appropriate personnel actions are taken, and that actions conform to state administrative procedures and standards.
5%	M	Performs other administrative tasks as directed by management

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 directs the activities of three analysts (Associate Governmental Program Analysts and/or Staff Services Analysts) in all phases of their work. Provides policy direction and guidance to PMP resources in HQ and Caltrans' Districts on how to manage projects and programs.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
Project management experience and Project Management Professional (PMP) certification is strongly recommended. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR
If responsibilities are not carried out in a satisfactory and timely manner, the Division risks the inability to complete key PMP projects and priorities and thereby compromising attainment of departmental goals and objectives. Further, the Division risks inappropriate or inadequate use of program funding and potential loss of that funding and loss of credibility.

PUBLIC AND INTERNAL CONTACTS
The incumbent will collaborate and coordinate work with all levels throughout PMP, as well as administrative service centers and districts, including Department of General Services and external consultants.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS
The ability to effectively communicate and may be required to make presentations, lead workshops, and serve on committees. The ability to organize and prioritize large volumes of varied documents and data. The ability to adapt to change in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

WORK ENVIRONMENT

The incumbent works in front of a dual-monitor computer system under artificial light in an office setting with long periods of working in a sitting or standing position. 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
------------------------	------