

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION PMP/PM²/Strategy & Performance/PMO	
WORKING TITLE Project Management Office Chief	POSITION NUMBER 900-074-4801-XXX	REVISION DATE 07/11/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the direction of the Chief of Strategy & Performance, a Staff Services Manager III, the Staff Services Manager II serves as Office Chief of the Project Management Office (PMO) within the Planning and Modal Program Management (PMP) Division. The incumbent oversees a team of Branch Chiefs and PMO Specialists in managing a fully developed staff services function and ensuring effective application of program, portfolio, and project management principles. The incumbent directs moderate to large technical staff and focuses primarily on supervisory responsibilities, ensuring adherence to industry best practices and standards. This role includes continuous improvement efforts to ensure tools and processes meet current and future needs.

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. (Employee Excellence - Collaboration, Innovation, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - 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 - 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 - 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, 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. (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)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Employee Excellence - Innovation, Stewardship)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Innovation)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

35%	E	Ensures exceptional customer service to PMP divisions, programs, and key stakeholders by delivering results effectively and efficiently. Leads continuous improvement efforts in service delivery, standardizes policies and procedures, and advances project management maturity through a unified PMP-wide approach, methodology, strategy, and decision-making framework. Aligns oversight functions with PMP's leadership structure to support organizational goals. Ensures that critical elements of project management, such as defined roles, responsibilities, and accountabilities are clearly communicated and understood by all stakeholders.
30%	E	Ensures organizational goals and objectives, including strategic initiatives, are documented, regularly updated, and supported by clearly defined key performance indicators to assess PMP's operational and organizational efficiency and effectiveness. Collaborates with the PMP Resource Management team to optimize visibility into planned and actual project, portfolio, and program costs to enable data-driven decision making for prioritizing new work. Applies measured risk analysis to guide resource investments in trans-formative initiatives that align with world-class standards and best practices. Establishes and maintains an effective risk and issue management framework, including a structured escalation process that engages stakeholders to support timely, strategic decisions that influence the direction of projects, programs, and portfolios. Reports on program expenditures compared to budgeted allocations to ensure fiscal transparency and accountability.
20%	E	Provides strategic direction and management to the PMO team, including Staff Services Manager I Branch Chiefs and Specialists. Fosters a collaborative and high-performing work environment by mentoring, coaching, and encouraging active participation in the planning, review, and continuous improvement of work processes and deliverables. Prepares performance evaluations and ensures each team member has clearly defined goals, objectives, and a targeted training plan that addresses areas for growth and leverages individual strengths. Ensures timely and appropriate personnel actions are taken in accordance with state administrative procedures and standards.
15%	E	Ensures continuous improvement processes are in place to support the effective and efficient design, development, and implementation of new components within the organizational portfolio, program, and project management framework.
5%	M	May be required to make presentations, lead workshops, and serve on committees. Performs other job-related duties within the scope of the classification 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

Oversees and directly manages Staff Services Manager Is Branch Chiefs and Specialists and is responsible for policy direction and guidance to PMP resources in HQ and Caltrans Districts on PMP projects and portfolio management

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of and experience in project management. A Project Management Professional certification is strongly recommended. The ability to work with and be exposed to sensitive and confidential issues and/or materials, while maintaining confidentiality at all times. The ability to report on program expenditures compared to budgeted allocations to ensure fiscal transparency and accountability.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

If responsibilities are not carried out in a satisfactory and timely manner, PMP risks the inability to complete key PMP projects and priorities, and thereby compromising attainment of departmental goals and objectives. Furthermore, PMP 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 in English 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 changes 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