

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Staff Services Manager II, S	OFFICE/BRANCH/SECTION 42/Legal/San Diego	
WORKING TITLE San Diego Legal Office, Office Administrator	POSITION NUMBER 701-004-4801-XXX	REVISION DATE

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 and supervision of the Deputy Chief Counsel, the San Diego Office Administrator provides guidance and support for planning, organizing, and managing staff activities for the San Diego Legal Office. The incumbent will serve as the first-line supervisor to one Staff Services Manager I (Office Manager) for the San Diego Legal Office. The incumbent will function as the San Diego Legal Office Administrator performing guidance and support in the areas of litigation support, claims, budget, procurement, administrative and personnel management to support the San Diego Legal Office.

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. (Equity - Collaboration, Integrity, Pride)
- Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity - Collaboration, Integrity, Pride)
- Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Equity - Collaboration, Innovation, Integrity, Pride)
- Conflict Management:** Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Equity - Collaboration, Integrity, Pride)
- 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. (Equity - Collaboration, Integrity, Pride)
- Understanding Others/Motivation:** Understands why groups do what they do and their motivation. Is able to look from multiple perspectives in order to understand others. (Equity - Collaboration, 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. (Equity - Collaboration, Integrity, Pride)
- Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Equity - Collaboration, Integrity, Pride)
- 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 - Collaboration, Integrity, Pride)

TYPICAL DUTIES:

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

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30%	E	Provide guidance and support on all litigation support and office activities, including legal support staff, librarian and claims staff and ensuring compliance with laws, regulations and applicable policies. This includes resolving issues with court filings, expert witness contracts, government claims, legal library (both book and electronic) and other tasks assigned to litigation and office support staff. Provide guidance and support on payment and tracking of invoices and resolution of issues between staff and vendors, resolution of issues with staff and attorneys if it cannot be handled at a lower supervisory level, provide support to lower level supervisors on matters with employees. Provide reports to management on the status of expenditures and other office related matters. Manages the office Cal-Card program. Works with the SSM III in Sacramento on matters involving Budgets, Procurements and Resources that specifically impact the San Diego Legal Office. Requires general knowledge of the legal practice and specific knowledge of procurement, contracts SAM Manual rules, CalCard eligible purchases, budget processes and other office requirements. Essential knowledge of the Microsoft Suite.
30%	E	Responsible for provision of necessary and appropriate equipment and furniture for all office staff including but not limited to cell phones, computers, monitors, desks, chairs, etc. Responsible for maintaining and managing the operating budget for the San Diego Legal Office and communicating with the Deputy Chief Counsel, San Diego regarding the budget and office expenditures.
30%	E	Conducts staff meetings, trains staff on administrative functions, monitors workload, maintains records of assigned work, reviews and processes time sheets, Travel Expense Claims and completes annual employee reviews. Responsible for overseeing Districts 11 and 12 claims process for tort claims in the amount of \$10,000 or less pursuant to Government Code section 937.5, and participates in providing discovery support to
10%	M	Consults with the executive and headquarters leadership to ensure appropriate implementation of departmental policies relating to personnel issues, including program staff, and office policies. Works directly with the Legal Division Administrator and their staff to reconcile budget and procurement activity, and any other coordination at the statewide level.

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 will have supervision responsibilities over 6-7 direct reports and approximately 12 indirect reports. Incumbent will be required to lead and/or coordinate with employees at all levels to accomplish projects or tasks at the direction of the Deputy Chief Counsel.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of:

- Caltrans vision, mission and strategic goals and the performance plan of the Legal Division;
- Department organization, and high level policies and procedures that pertain to the work of the Legal Division;
- Critical federal and State laws regulations that govern the Department of Transportation;
- General practices of the Legal Division.

Ability to:

- Prioritize work based on risk and impact to the Legal Division and the Department and identify administrative or managerial issues or conflicts in the direction of the Legal Division and respond with good solution opinions;
- Effectively communicate (written and oral);
- Work cooperatively with all management and employee levels;
- Gather, compile, analyze, and interpret data, and develop materials to effectively present and display data and information;
- Be sensitive to and understand political interests affecting the Department;
- Work in a fast pace environment handling multiple simultaneous assignments;
- Master Excel and Power Point and make effective presentations, both in person and on virtual platforms, including but not limited to Webex and Microsoft Teams;
- Prepare complete and comprehensive reports relating to the Legal Division

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will be responsible for overseeing and providing guidance and support for legal support staff, claims officers and other technical support staff. Errors could result in missed deadlines in court cases which could cause the loss of millions of dollars, court sanctions and/or loss of credibility in the courts, with other public entities and the public.

PUBLIC AND INTERNAL CONTACTS

May be called upon to interact with Legal staff from all five Legal Offices, Departmental management and staff, outside counsel, expert witnesses, vendors and other state departments or agencies. The incumbent must support the policies and goals of the

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Department and the Legal Division by using good judgment and effective communication including tact and consideration for politically and media sensitive situations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may need to sit for long periods of time using a keyboard and video display monitor; think critically and analyze a range of issues; balance many ongoing assignments and re-prioritize work quickly to respond to more urgent assignments as needed; foster a diverse, creative, and innovative work environment; and develop and maintain cooperative working relationships.

WORK ENVIRONMENT

While at their base of operation, employee will be required to work in a climate-controlled office, under artificial light and potentially fluctuating building temperature. Some telework will be possible. Employee may be required to travel in State. Out-of-State travel may be occasionally necessary.

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)

JEFFREY R. BENOWITZ

SUPERVISOR (Signature)

DATE