

CLASSIFICATION TITLE CT Maintenance Area Supt	OFFICE/BRANCH/SECTION 08-602 MAINTENANCE SUPPORT (EFIS#4275)	
WORKING TITLE Level of Service & Emergency Operations Coordinator	POSITION NUMBER 908-602-6282-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 direction of a Caltrans Maintenance Manager I, serving as the Maintenance Support Branch Chief, the Caltrans Maintenance Area Superintendent is responsible for conducting, monitoring and analyzing the District 8 Level of Service (LOS), 08 Maintenance Dispatch and 08 Emergency Operations Program, and serves as the District 8 LOS and Emergency Operations Coordinator. Emergency response is required outside of employee's normal work hours. Duties include but are not limited to:

**CORE COMPETENCIES:**

As a CT Maintenance Area Supt, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, 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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)

**TYPICAL DUTIES:**

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

POSITION DUTY STATEMENT

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50%	E	<p>The incumbent conducts field LOS segment evaluations with staff from each Maintenance Region. Participates in development of the Maintenance LOS Report for the District, which will include inspection results, analysis of data collected relative to condition of pavement, landscape, roadside, traffic guidance, park-and-ride lots, rest areas, and vista points. Participates in development of the Winter LOS Report, which will include inspection results, analysis of data collected relative to weather conditions, traffic elements, equipment and material use.</p> <p>The incumbent conducts LOS analyses and uses Integrated Maintenance Management System (IMMS) data to prepare various reports as requested by District or Headquarters staff to support planning, budgeting, resource allocation and other management processes. Assists in monitoring the IMMS inventory to ensure that it is keep current; works with other staff to analyze data to exhibit the relationship between expenditures, overall inventory needs and Maintenance's ability to keep up with demands of the highway system. Is responsible for the District's night sign inspection report to Headquarters and the District's k-rail inspection report.</p>
35%	E	<p>The incumbent works with the Headquarters LOS Coordinator to monitor the LOS processes; conduct LOS evaluation training for district personnel; participates in group discussions to gain district perspectives on the strengths and weaknesses on the LOS process, procedures and training.</p> <p>The incumbent serves as the Emergency Operations Coordinator for the District 8 Maintenance Division. The incumbent will work closely with Headquarters Office of Emergency Management (OEM), 08 Maintenance Managers, Superintendents, Supervisors, various local government and public interest groups.</p> <p>The incumbent will ensure the 08 Emergency Operations Center (EOC) and back-up EOC are maintained for proper operation, state of readiness, and responsiveness prior to any Emergency or Disaster event. Incumbent is responsible in updating the 08 Emergency Operations Plan (EOP) and Snow/Ice Plan (SIP) annually.</p> <p>The incumbent will serve as the Major Damage Restoration Assessment Team member for the District 8 Maintenance Division. The incumbent will work with 08 Maintenance Engineering, Maintenance Managers, Superintendents, and Supervisors. Incumbent will assist in evaluating and gathering of data from visited major damage sites, provide experienced inventory and field maintenance expertise. Assist 08 Maintenance Engineering staff in maintaining Maintenance summary expenditure logs, track IMMS work orders on all major damage restoration events.</p> <p>EOC - The incumbent is a valued member of the D8 Emergency Operations Center. The incumbent is expected to report to the DB EOC or the back up EOC when it is activated in the event of an emergency and/or natural disaster and fulfill one of the staff assignments. The incumbent will participate in emergency drills and training. Will work with other Caltrans divisions, as well as city, county, state law enforcement and emergency services agencies. The incumbent may be assigned as an Agency Rep at the Incident Command Post during emergency incidents Update district Major Damage Restoration Assessment Team (MDRAT) Guide Plan annually.</p>
15%	E	<p>The incumbent works with the D8 Maintenance Budget Officer and Maintenance Training Coordinator to develop and institute Emergency Response job specific training. The incumbent works with the D8 Maintenance Training Coordinator administering the Federal Emergency Management Agency (FEMA) Independent Study Program (ISP), including test scoring, issuing certificates and processing employees through the course.</p> <p>The incumbent works with Headquarters OEM and local government agencies planning emergency drills, table top and functional exercises. Incumbent is the District 8 Maintenance point of contact and lead planner for the annual Great Shake Out and Golden Guardian events.</p>

<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

This position has no direct supervision responsibilities: however, may act as lead in the absence of a Dispatcher-Clerk Supervisor, Caltrans

## POSITION DUTY STATEMENT

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Requires extensive knowledge of the principles and methods of highway maintenance practices; methods and processes of evaluating the condition of the inventory; priorities and direction of District and Headquarters' Management; materials and equipment necessary to accomplish the Division's mission and goals; and budget preparation, monitoring and reconciliation.

Must have knowledge of Emergency Operations ( National Incident Management System - (NIMS), Standardized Emergency Management System - (SEMS), Incident Command System - (ICS), Emergency Operations Center - (EOC) procedures), major damage restoration, and assessment to highway inventory. Must possess a valid class C driver's license.

Requires knowledge of IMMS, modern office methods, forms and equipment; public information channels and methods; computer applications such as Word, Excel and Power-point; and purpose, organization, policies, procedures and functions of the Department of Transportation.

The incumbent must have the ability to work independently with minimal supervision as well as the ability to direct the work of others and work well in a team situation. Must have the ability to communicate effectively, make oral presentations, analyze data collected, and formulate an effective course of action.

Must have a thorough working knowledge of Dispatch procedures and current programs.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for independent action and initiative in carrying out regularly assigned duties as well as completing assigned projects that have significance to the Maintenance Division, statewide. Decisions must be thoroughly considered, as they will effect the safety of the Maintenance workforce and the traveling public. Poor decisions or actions could have broad implications involving employee morale, their safety and that of the traveling public. Poor decisions or errors in judgment could also lead to loss of public confidence, monetary loss and embarrassment for the Department.

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### PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent and regular contact with Maintenance field employees, supervisors, management and staff at the District Office and Headquarters levels. Will have extensive contact with the public and various local government and public interest groups in the course of duties. Must conduct activities in a manner that projects a positive image of the Department, and its policies and goals.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a keyboard, mouse and monitor. Must be able to perform fine manipulation, occasionally stand for long periods, and move heavy objects such as projectors, IV/DVD combos and boxes/ cartons of training materials. Will be required to give oral presentations to gatherings of various sizes and at various levels of the Department. Must be composed and articulate in meetings and on the telephone. Will be required to travel regularly throughout the District and on occasion to various places throughout the State. Must be emotionally stable and be capable of performing several analytical and/or technical tasks concurrently, and to function successfully under pressure in order to meet various deadlines.

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### WORK ENVIRONMENT

The incumbent will work primarily in an office environment with climate control and artificial lighting. Will be required to sit for long periods of time using a video terminal display and a keyboard. The incumbent will travel extensively in the District and as needed to Headquarters. Will be called upon to work in the Emergency Operations Center during natural or man-made disasters.

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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.)

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
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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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