

POSITION DUTY STATEMENT

DOT PM-0924 (REV 12/2024)

CLASSIFICATION TITLE Staff Services Manager I	OFFICE/BRANCH/SECTION District 10 / Administration / Facility Operations	
WORKING TITLE Facility Operations Branch Manager	POSITION NUMBER 910-001-4800-924	REVISION DATE 12/30/2024

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

GENERAL STATEMENT:

Under the administrative direction of the Office Chief of Business Operations (SSMII), the Facility Operations Branch Manager, a Staff Services Manager I, is responsible for the day-to-day operations of the facilities, building and grounds activities, space management, property control, security operations, and automotive pool. Specific responsibilities extend to schedule, assign, review, and supervise the work of all staff in Facilities Operations representing a variety of work and skills necessary for the development and administration of program goals.

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Cultivate Excellence - Equity)
- **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. (Enhance and Connect the Multimodal Transportation Network - 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. (Safety First - Innovation)
- **Fostering Diversity:** Capable of working with a diverse work group, including but not limited to differences in race, nationality, culture, age, gender, and differently able. Makes everyone feel valuable regardless of diversity in personality, culture, or background. Fosters a diverse culture to create best solutions. ( Advance Equity and Livability in all Communities - Equity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Cultivate Excellence - Pride)
- **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. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- **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 - 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. (Cultivate Excellence - Engagement)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
35%	Effectively plans, organizes, directs, and reviews the work of Facility Operations staff in accordance with established personnel policies and regulations, Equal Employment Opportunity, Memorandum of Understanding, and State Personnel Board laws and rules. Communicates program goals and objectives to staff, establishes performance expectations and requirements, assigns workload and provides comprehensive direction on assignments and tasks. Furnishes continual training, coaching, and mentoring to staff and ensures compliance with all mandated training and job requirements.



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30%	Provides leadership, guidance, and direction to Facility Operations staff to ensure the District conforms with Departmental, State, and Federal policies and procedures, and that corresponding facilities maintain compliance with State Fire Code, Americans with Disabilities Act (ADA), and Cal/OSHA regulations. Oversees the readiness of the buildings and associated projects to preserve compliance, improve safety and sustainability, and maintained adequately. Establishes and continues effective communication channels with managers and supervisors in the district to ensure all facility operation support needs are met. Collaborates with HQ Division of Business Operations (DBO) and Department of General Services (DGS) management and/or counterparts on preventative maintenance processes and programs. Administers procurement and fiscal management associated with Facility Operations activities, which may include contracting for services and CAL-Card purchases. Manages and monitors the allocation of resources following budget approval. Communicates with HQ DBO regarding the facility budget and contracts for the district. Ensures space standards are kept in accordance with DGS State Administrative Manual (SAM) and Caltrans space allocation guidelines. Maintains pulse on district space needs and determines the most cost efficient approach to maintain functional occupancy throughout corresponding facilities. Apprises executive management with branch related matters, maintenance concerns, and status of projects underway.
20%	Provides leadership and guidance to security operations for the district. Directs the development and implementation of security improvements, upgrades and maintenance, and management of the annual security allocation budget. Monitors and oversees the district's photo ID system, access control network, keys, and burglar/fire monitoring systems. Leads an annual security assessment and crime prevention plan to safeguard safety and security to the district. Provides leadership, guidance, and direction for Property Control. Administers oversight to ensure property control documents, reports, 3-year inventory plan and quarterly benchmarks are completed on time and accordingly. Steers functional guidance to maintain compliance with DGS SAM requirements for physical inventory. Certifies the recording of property tags in ServiceNow (SNOW) and/or legacy database is completed timely and kept up-to-date. Ensures Home Storage Permits are monitored and in compliance for the district. Provides leadership and support to the Automotive pool, and organizes conformity with DGS Office of Fleet Asset Management (OFAM). Ensures District's transportation needs are met through a systematic fleet management program and vehicle inspections, repairs, maintenance, and servicing to vehicles are fulfilled timely. Supervises minimum usage standards on assigned fleet, and sustains an well organized reservation system with intact records.
10%	Prepares and presents a variety of reports to management at all levels, partnering agencies and others. Manages staff through ongoing goal setting and feedback in the development of the district's yearly activity plan. Develops and implements effective desk procedures for Facility Operations related duties. Provides expertise to staff as subject matter expert on policies, amenities, and services.
5%	Participates in the District's Emergency Operations Center (EOC) as essential personnel requiring after hour and 24/7 on-call for response as needed. Responds to after-hour issues as needed regarding operational aspects of the facilities including but not limited to HVAC issues, monitoring systems malfunctions, electrical outages, plumbing issues, and water leaks. Participates in/on a variety of meetings and committees. Incumbent in this classification may perform all or some of the responsibilities above and other related duties as assigned.

<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

Directly supervises staff and may be asked to act for the Office Chief of Business Operations (SSMII).

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires a high degree of expertise in many areas dealing with facilities and maintenance operations. Must have the knowledge of general business practices; the principles and techniques of facility operations, facility planning, security, and customer service. Must have comprehensive knowledge of the Department's entire development and control process, applicable Federal, State, local and departmental laws, rules, regulations, codes and/or statutes. Must have comprehensive knowledge of the administration, organizational and management practices. Must have knowledge of the basic concepts and principles of accounting and cost control and the laws relating to financial administrative of state government; procurement and project



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management as well as the ability to learn contract management principles and practices.

Must have the ability to understand, maintain data and components for facilities such as the scheduled Deferred Maintenance and Facilities Condition Assessment. Must have the skill to read and interpret construction plans, specifications, drawings, maps and/or other related technical documents; manage complex, multi-disciplinary projects involving multiple locations; interpret applicable codes, laws, rules, regulations; design and develop program plans in assigned area of responsibility.

Must be able to adhere to critical deadlines and ensure the District stays in compliance in all areas. Must be able to evaluate and consider all factors and effectively develop action to react to any changes. Must be able to reason logically and creatively and utilize a variety of analytical techniques in developing realistic conclusion and effective solutions to complex problems. Must be able to recognize potential programs and initiate or make recommendations for corrective measures. Must be able to research, analyze and make recommendations on a broad range of general administrative issues and problems. Must be able to negotiate settlement of complex issues to the satisfaction of all parties.

Must be able to communicate effectively, both orally and in writing. Open communication is critical with District, Support District, Headquarters management and staff. Must have the ability to analyze data, develop and evaluate alternatives. Must possess the ability to express and present ideas and information effectively, develop and maintain good working relationships with management, staff, the general public, and community organizations. Must have the ability to make presentations, use of good judgment for project analysis and be able to handle multiple priorities. Must have the analytical skills to handle a variety of personnel and management problems. Must be able to analyze situations in an impartial manner, develop alternatives and recommend an effective course of action.

Should be familiar with modern technology and its application in the Department. Must have excellent communication skills and present ideas and information effectively, both in oral and written formats; must be able to present the Department effectively in a variety of complex and sensitive environments. Must be able to develop and maintain collaborative relationships with internal and external partners and customers; handle sensitive and confidential information; conduct investigations; prepare and deliver presentations to small and large groups; act in a lead capacity; prepare clear, concise reports with meaningful statistical data; be proficient in using a computer with programs such as Word, Excel, Access, etc. Ability to analyze various situations that arise and determine an effective course of action. Must be able to prioritize workload to meet deadlines. Analytical skills are necessary in order to research and accurately apply appropriate laws, rules and policies and make sound recommendations.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Incumbent has the responsibility for providing a positive image of the Department. Incumbent is responsible for implementing policy, establishing work priorities and training employees in the units under his/her supervision. Incumbent must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a management liaison, must maintain excellent working relationships with all stakeholders to assure reputation and credibility of the District remains impeccable. The nature of these consequences for inadequate job performance may include, but not limited to the following: Inability for the district to meet its state, federal, local mandates; loss of time, resources and inconvenience to the State, or persons due to any inefficiency, failure to act, error or omission by the incumbent. Errors can affect monetary, equipment and healthy/safety issues that can have critical losses, possible injury, loss of life, property and natural resources; delay or failure of key strategic departmental goals and initiatives.

**PUBLIC AND INTERNAL CONTACTS**

Incumbent will interact with all levels of staff including management, other public entities (State, Federal and Local), Caltrans staff, contractors and the general public. Incumbent must have good telephone and e-mail skills and be able to deal with others in a courteous and professional manner. Incumbent independently consults with and advises other employees on services available with the District Office. Handles the more difficult queries with competence and integrity. Incumbent must be able to communicate effectively with internal and external customers, Headquarters, regional managers, district managers, supervisors, and individual employees.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Must be able to determine and execute an effective course of action while under pressure. Must be able to organize and prioritize large volumes of varied documents and tasks. Must be able to sit and/or stand for long periods of time and perform tasks utilizing a personal computer and telephone. Employee will be required to sit for long periods of time using a computer keyboard and terminal, or while traveling in a vehicle.

The workload is subject to frequent, substantial, and unexpected changes within a short time period. Requires ability to resolve emotionally charged issues reasonable and diplomatically. The incumbent must have the ability to develop and maintain cooperative working relationships, respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses.

Must have the ability to apply sound judgment in problem solving. Must be able to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to create a work environment that encourages creative thinking and innovation. May also be required to speak in front of large groups or represent the department at various meetings. Must have ability to develop and maintain cooperative working relationships; be a self-starter; respond appropriately in difficult situations.

**WORK ENVIRONMENT**

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans' current telework policy. Incumbent will work in a climate-controlled office, including but not limited to artificial lighting in the office setting or at an approved telecommute location. The incumbent will also be required to travel between the District Office,

**ADA Notice**

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Headquarters, and other districts. Work is also performed in an outdoor environment with regular visits to other sites within the district. Will also be required to travel to field office locations and work sites throughout the district to conduct meetings and/or investigations. Frequent walking, standing, climbing, lifting, stooping or carrying of equipment and materials may be required. Incumbent may be required to lift and carry up to 25 pounds. Incumbent may be exposed to extreme temperatures, close quarter situations, high and precarious places, moving mechanical parts and vibrations. Frequent interruptions and irregularities in the work schedule may occur. Occasional overtime, night work, and overnight travel may be required.

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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