

CLASSIFICATION TITLE Senior Transportation Engineer, CT	OFFICE/BRANCH/SECTION DES/METS/OMMIA/Quality Management Branch	
WORKING TITLE Chief, Quality Management Branch	POSITION NUMBER 559-319-3161-001	REVISION DATE 12/04/2025

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, a Supervising Transportation Engineer, the incumbent is responsible for operation of the Quality Management Branch. This branch is responsible for METS Quality Management, Manual Management, Internal Audits, and METS Technical Committee Management. The incumbent will also serve as the METS Quality Management Representative (QMR)/Audit Program manager.

The incumbent will ensure that QMS processes are consistent with the ISO 9001 Quality Management System requirements, and will perform independent quality assurance activities and monitor performance metrics related to the QMS. As the Audit Program Manager, the QMR will lead the Subdivision's internal audits consistent with ISO 9001 Quality Management System requirements. The QMR will provide reports to METS management on the metrics and performance of the QMS and will suggest and implement improvements to the system. Additionally, the QMR promotes awareness of stakeholder requirements and acts as a liaison with internal and external stakeholders on QMS matters.

**CORE COMPETENCIES:**

As a Senior Transportation Engineer, CT, 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. (Prosperity, Employee Excellence - Collaboration, Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - People First, Pride)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Prosperity, Employee Excellence - Innovation, Integrity)
- **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, Employee Excellence - Collaboration, Innovation)
- **Interpersonal Savvy/Partnering:** Builds constructive and effective relationships, using diplomacy and tact. Is able to relate to a diverse set of individuals. (Prosperity - Integrity, People First)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Prosperity - Collaboration, Integrity)
- **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, Equity, Innovation)
- **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. (Prosperity, Employee Excellence - People First, 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. (Employee Excellence - Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

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

POSITION DUTY STATEMENT

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30%	E	Responsible for regularly advising both the METS Deputy Division Chief and the Office of Materials Management and Independent Assurance Chief on the effectiveness of their respective QMS. The incumbent is responsible for ensuring that processes needed for all METS services are established, implemented, and maintained within the appropriate Quality Management Plans (QMPs) consistent with ISO 9001:2015.
25%	E	Establishes and implements the METS Audit Program, maintains and analyzes data on various performance metrics. Documents and analyzes audit non-conformances, proposes corrective actions and ensures corrective actions are implemented. This includes establishing and executing processes for document and record control, stakeholder feedback, non conformance investigations, root-cause analysis, internal auditing, and management review.
		Works with other functional units to produce reports and document future actions as part of the Plan-Do-Check-Act cycle.
20%	E	Develops METS Key Performance Indicators (KPI's). Provides support to branch seniors on development and implementation of branch level KPI's.
10%	E	Assists with executive-level meetings for METS managers. This includes following up on action items with other subdivisions and research and summarize information on a wide variety of topics related to quality management and the continual improvement of METS.
10%	E	Serve as the Quality Management Representative (QMR) for METS. Ensures that processes needed for the subdivision's QMS are established, implemented and maintained consistent with ISO 9001 Quality Management System Requirements and the Strategic Quality Management System of California Bridges and Structures (SQMS).
		Communicates with staff regarding the quality policy and stakeholder requirements to ensure customer satisfaction, and provides guidance on a regular basis.
		Meets with internal and external stakeholders to gather feedback on performance, analyzes feedback and proposes and implements improvements to the QMS. Monitors and measures statistical data such as key performance indicators and presents to management on a regular basis.
5%	M	Provides additional support to METS executive management as needed.

<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

The Senior Engineer will supervise a group of engineering and administrative staff. Plan, assign, and check work, give instructions, maintain productivity and make decisions in directing and coordinating the work of the Quality Management Branch. Facilitate training for engineer and technical staff. Evaluate the performance of personnel and take appropriate corrective action when needed.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have a valid certificate of registration as a Civil Engineer in the State of California.

Knowledge: Requires a broad knowledge of quality management and risk management principles including those of ISO 9001, which has been adopted as the quality model for DES; Caltrans' major activity areas and organization; various phases of transportation systems planning and engineering work; the methods and criteria used in design, maintenance, and construction of various transportation facilities; departmental goals, policies, procedures, funding, and financial constraints; and the project development process. The incumbent must have broad and extensive knowledge of the policies and procedures of DES, engineering project-development processes, state, federal, and local laws and regulations that govern the Department and DES.

Abilities: Must be able to work collaboratively with others. Must be able to take initiative and make decisions to achieve organizational goals. Must be able to analyze situations accurately and adopt an effective course of action in the resolution of complex engineering problems. Must be able to understand and address gaps in knowledge or skills and take steps to close identified gaps. Must be able to communicate openly, honestly and directly, both verbally and in writing, with all levels of management and employees in headquarters and districts, and with persons outside the Department. Must be able to organize multiple tasks and prioritize based upon good judgment and organizational goals. Must have good administrative abilities including judging work quality and performance. The incumbent must have the ability to use quality tools and principles in seeking to continuously improve work processes. The incumbent must have the ability to effectively contribute to DES core values of Quality, Efficiency, and Collaboration.

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**Analytic Abilities:** The work and responsibilities assigned to this position require the ability to assimilate technical and procedural input from various sources, to evaluate that input, develop alternative courses of action and to make objective recommendations on all critical issues affecting the planning and project delivery of structures. The incumbent must reason logically and creatively using a variety of analytical and problem-solving techniques.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent will initiate, and make changes to quality management documents, processes, and procedures, as well as make recommendations on policies. Failure to carry out these responsibilities could result in:

- Diminished opportunities to improve the quality of the project delivery processes
  - Additional engineering or extensive delays and impacts on project delivery
  - Significant impact on the internal and external operation of DES, as well as the Department
  - Poor stakeholder satisfaction, and a loss of confidence in Caltrans as a responsible public agency
  - Adversely affecting quality, safety and sustainability of transportation systems
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### PUBLIC AND INTERNAL CONTACTS

The incumbent maintains communication with METS, DES, and Headquarters staff involved in ISO 9001 implementation. Attends and conducts meetings within METS and with other subdivisions to resolve integration issues.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit and/or stand for long periods of time in both an office and field setting. The incumbent will use a telephone, keyboard/mouse and video display terminal. Must sustain physical and mental alertness while working in and about heavy equipment and the motoring public. Will be required to develop and maintain cooperative working relationships and respond appropriately to difficult situations. Employee will be required to drive a motor vehicle and may travel both statewide and out-of-state. Employee may occasionally be required to move materials weighing up to 50 pounds.

The incumbent must be able to sustain the mental activity needed to conduct necessary research, analysis, and synthesis of issues and make well-reasoned recommendations to management.

The workload is subject to frequent, substantial and unexpected changes that could affect the scheduling or completion of assignments. The incumbent must be able to handle multiple tasks, adapt to changes in priorities, and complete tasks or projects with short notice and work with others in a cooperative manner. The incumbent must have the ability to develop and maintain cooperative, collaborative working relationships and recognize difficult, emotionally charged and/or sensitive situations and handle them effectively and appropriately. Must deal effectively with pressure, maintain focus and intensity yet remain optimistic and persistent, even under adversity.

The incumbent must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. The incumbent must value cultural diversity and other individual differences in the workforce.

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### WORK ENVIRONMENT

The work environment is fast-paced, busy and requires considerable flexibility in managing time, priorities, and assignments. It can be demanding and/or stressful. The incumbent may be required to travel to district offices or other meeting facilities, and/or to the sites of proposed projects. In the field, the incumbent may experience all climatic conditions, including rain. While at their base of operation, employees will work in climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. As a statewide organization, DES adjusts to periods of fluctuating workload to successfully deliver projects. Incumbent will be required to travel and perform fieldwork and will be exposed to dirt, uneven surfaces, extreme temperatures, noise, vibration, and odor associated with fieldwork. May work around bulky/heavy materials and equipment used in the vicinity of inspection areas. May also be exposed to the motoring public. DES employees may be given temporary assignments on DES projects throughout the State as workload demands.

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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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