

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

|  |   |                                    |
|--|---|------------------------------------|
| CLASSIFICATION TITLE<br><b>Supervisor I</b>                  | OFFICE/BRANCH/SECTION<br><b>Business Operations/Administrative Services</b> |                                    |
| WORKING TITLE<br><b>Administrative Services Branch Chief</b> | POSITION NUMBER<br><b>904-051-4800-008</b>                                  | REVISION DATE<br><b>01/23/2026</b> |

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 Supervisor II, Office Chief of Administrative Operations, the Supervisor I serves as the Administrative Services Branch Chief. The incumbent is responsible for planning, organizing, and directing a wide range of administrative support functions that are essential to the effective operation of the District Office. The Supervisor I provides leadership and oversight in records management, procurement, facilities coordination, internal communications, and operational compliance, ensuring alignment with departmental policies, statewide mandates, and strategic objectives.

**CORE COMPETENCIES:**

As a Supervisor 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.

- **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. (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)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (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)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Safety, Equity, Climate Action, Prosperity, Employee Excellence - Collaboration, Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **Forward Thinking:** Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (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  
Essential (E)/Marginal (M)<sup>1</sup> Job Description

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| 25% | E | <p>Branch Leadership &amp; Oversight - Provides strategic leadership and direction for the daily operations of the Administrative Services Branch, ensuring the efficient and effective delivery of administrative support functions across the District. Oversees a multidisciplinary team of professional, technical, and support staff, setting clear expectations, establishing priorities, and aligning resources to meet organizational goals and service standards.</p> <p>Develops and implements branch-wide policies, procedures, and performance metrics to promote operational excellence, accountability, and continuous improvement. Monitors workload distribution and service delivery timelines to ensure responsiveness to internal customers and alignment with District-wide initiatives.</p> <p>Leads cross-functional coordination with other branches and program areas to ensure seamless integration of administrative services, including procurement, property control, logistics, facilities support, and budget coordination. Provides guidance and support to staff on complex or sensitive issues, and serves as the primary point of escalation for operational challenges.</p> <p>Manages staffing plans, recruitment efforts, and professional development strategies to build a high-performing team. Conducts regular performance evaluations, facilitates training opportunities, and fosters a collaborative, inclusive, and service-oriented work environment.</p> <p>Reviews Tableau dashboards and other reporting tools to ensure staff complete all required reports and compliance activities, including mandatory trainings, weekly status reports, monthly accomplishment reports, quarterly performance matrix reports, and other recurring deliverables. Follows up with staff and supervisors to ensure timely submission, data accuracy, and alignment with reporting standards.</p> <p>Ensures compliance with all applicable state laws, regulations, and departmental policies. Prepares reports, briefings, and recommendations for executive leadership, and represents the branch in meetings, audits, and strategic planning efforts.</p> |
| 20% | E | <p>Records Management &amp; Archive Oversight – Provides leadership and oversight of the District's Records Management Program, including the operation and maintenance of the District Archive Center. Ensures full compliance with the Department's Records Retention Schedule, the State Administrative Manual (SAM), and applicable state and federal records management laws and guidelines.</p> <p>Develops and implements records management policies and procedures to ensure consistent classification, retention, storage, and disposal of official records across all District programs. Coordinates with program liaisons to provide training and guidance on proper records handling, retention timelines, and documentation standards.</p> <p>Oversees the secure storage, retrieval, and destruction of records in coordination with the State Archive Center and the Department's Records Management Office. Ensures timely and accurate processing of records transfer requests, destruction authorizations, and archive retrievals, maintaining detailed logs and audit trails for accountability.</p> <p>Manages the physical and digital organization of the Archive Center, including space planning, inventory control, and security protocols. Identifies opportunities to improve efficiency through digitization, automation, or updated filing systems, and leads initiatives to modernize records management practices.</p> <p>Supports audits, litigation holds, and public records requests by ensuring records are accessible, properly indexed, and maintained in accordance with legal and regulatory requirements. Promotes a culture of records stewardship and information governance throughout the District.</p>  |

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| 15% | E | <p>Reprographics, Publications, and Forms - Provides leadership and operational oversight of the District's Reprographics Unit, ensuring the efficient, secure, and high-quality delivery of printing, duplication, and finishing services. Manages high-volume production schedules to support internal programs and external stakeholders, ensuring timely turnaround, cost-effectiveness, and adherence to departmental standards. Oversees the maintenance and operation of reprographics equipment, monitors supply usage, and implements quality control measures to ensure professional output and service reliability.</p> <p>Develops and enforces procedures to safeguard confidential or sensitive materials during the printing and distribution process. Coordinates with program areas to prioritize jobs, manage deadlines, and ensure customer satisfaction. Identifies opportunities for process improvements, including digital printing solutions, workflow automation, and environmentally sustainable practices.</p> <p>In addition to reprographics oversight, manages the Publications and Forms Unit, ensuring that all forms and official documents comply with the State Administrative Manual (SAM), Departmental policies, and accessibility requirements. Oversees the development, revision, and distribution of standardized forms, ensuring consistency, usability, and proper version control.</p> <p>Supervises professional and technical staff across both units, providing training, assigning work, and conducting performance evaluations. Promotes a customer service-oriented culture and ensures compliance with all applicable regulations and internal policies related to document production, forms management, and records retention.</p> |
| 10% | E | <p>Custodian of Records – Serves as the District's designated Custodian of Records, responsible for managing the intake, review, and processing of non-service subpoenas, public records requests, and other official legal document requests. Ensures all requests are handled in accordance with applicable state and federal laws, departmental policies, and established legal protocols.</p> <p>Coordinates closely with the Department's Legal and Claims units to ensure timely, accurate, and legally compliant responses. Reviews subpoenas and related documents to determine scope, deadlines, and required documentation. Oversees the collection, redaction, and release of responsive records, ensuring the protection of confidential, privileged, or sensitive information.</p> <p>Maintains detailed logs and documentation of all records requests and responses to support audit readiness and legal defensibility. Develops and implements procedures to streamline the subpoena response process, reduce risk, and ensure consistency across the District.</p> <p>Provides guidance and training to staff on proper handling of legal records requests and promotes awareness of confidentiality and privacy requirements. Serves as the primary point of contact for external legal entities, including law firms, courts, and government agencies, regarding records-related inquiries.</p> <p>Ensures secure storage and transmission of records, and coordinates with Records Management and IT units as needed to retrieve archived or electronic documents. Upholds the integrity of the District's records and supports transparency, accountability, and legal compliance in all aspects of records disclosure.</p>   |

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| 10% | E | <p>Telework Program Administration – Administers the District's Employee Telework Program in alignment with Deputy Directive DD-14-R3, ensuring consistent implementation, monitoring, and compliance across all participating units. Serves as the primary point of contact for telework-related matters, providing guidance to supervisors, managers, and employees on eligibility, agreement requirements, and policy interpretation.</p> <p>Coordinates with the Statewide Telework Coordinator, District leadership, and Human Resources to implement telework strategies that support operational efficiency, employee well-being, and continuity of services. Oversees the intake, review, and tracking of telework agreements, ensuring all documentation is complete, current, and compliant with departmental standards.</p> <p>Monitors program participation and adherence to telework policies, including work schedules, performance expectations, and equipment use. Maintains accurate records of telework status and supports audits, reporting requirements, and data requests related to telework activity.</p> <p>Collaborates with IT, Facilities, and Property Control to ensure teleworking employees are equipped with the necessary tools and resources, including proper tracking and replacement of state-issued equipment. Identifies opportunities for program improvement and provides recommendations to enhance telework effectiveness, equity, and accountability.</p> <p>Provides training and support to supervisors and staff on telework procedures, expectations, and best practices. Promotes a culture of flexibility, productivity, and responsibility in alignment with the Department's broader workforce and operational goals.</p>  |
| 10% | E | <p>Compliance &amp; Representation – Leads the coordination and administration of the District's annual Conflict of Interest (COI) and Form 700 reporting process, ensuring full compliance with the California Political Reform Act, Fair Political Practices Commission (FPPC) regulations, and departmental policies. Serves as the District's liaison to the Department's Ethics and Legal units, providing guidance to designated filers on disclosure requirements, filing deadlines, and conflict resolution procedures.</p> <p>Maintains accurate records of designated positions, monitors compliance status, and ensures timely submission of all required forms. Provides training and support to managers and staff on COI responsibilities and updates to the Department's Conflict of Interest Code. Prepares reports and documentation to support audits and internal reviews, and implements corrective actions as needed to address non-compliance.</p> <p>In addition to compliance responsibilities, represents the Division of Administration on the Caltrans Historical Preservation Committee (CHPC) in accordance with Deputy Directive DD-58-R2. Participates in interdivisional discussions and decision-making related to the preservation, use, and stewardship of historically significant Caltrans properties and assets. Provides administrative insight and ensures that Division of Administration activities align with historical preservation policies and departmental goals.</p> <p>Collaborates with Environmental, Facilities, and Legal staff to support the integration of preservation considerations into administrative planning and operations. Promotes awareness of historical preservation responsibilities and contributes to the development of best practices and policy recommendations.</p> |

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10% M Procurement & Contract Administration – Supports and oversees the District's procurement and contract management activities, including contracts exceeding \$150,000, in compliance with the Department's Acquisition Manual, State Contracting Manual (SCM), and applicable procurement laws. Coordinates with program staff and vendors to develop, execute, and monitor contracts, ensuring deliverables, timelines, and performance standards are met.

Reviews procurement documents for accuracy and compliance, tracks contract expenditures, verifies invoices, and authorizes payments in alignment with contract terms and available funding. Collaborates with Accounting, Legal, and Procurement units to resolve issues and process amendments or modifications as needed.

Maintains organized contract records to support audit readiness and transparency. Provides guidance to staff on procurement procedures and identifies opportunities for process improvement and cost efficiency. Acts as a liaison with the Division of Procurement and Contracts (DPAC) to ensure alignment with statewide procurement practices.

<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 Staff Services Manager I (SSM I) provides direct supervision to professional, technical, and analytical staff within the Administrative Services Branch. The incumbent is responsible for assigning and reviewing work, setting priorities, providing training and mentoring, conducting performance evaluations, and taking appropriate corrective or disciplinary actions when necessary. The SSM I also acts as a lead and subject matter expert, offering guidance to other district staff on administrative policies, procedures, and compliance requirements related to records management, telework, procurement, and internal operations. The incumbent may be asked to act for the Office Chief of Business Operations or Assistant Division Chief for short periods of time.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Must possess the ability to prepare clear and concise reports, communicate effectively, both written and orally with all levels of staff, negotiate effectively, deal tactfully with all parties in stressful situations, make timely decisions, prioritize critical programs, and excel in conflict resolution. Must be able to effectively select, train, motivate, and manage staff.

Must possess strong analytical skills with a special emphasis on accurate interpretation of budget information and ability to forecast probable events and expenditures.

Must demonstrate ability to: Analyze and solve the most difficult problems within the division, develop technically sound alternatives and solutions to all office problems; develop new policies, procedures, organization changes or revisions; convey ideas and thoughts clearly and logically, both orally and in writing; and negotiate and discuss technical business management office subject matter with vendors, contractors and other governmental agencies.

Must possess knowledge of: the laws, principles, practices and trends of training, quality, budgeting, public administration, safety and health, Department policy, current management and supervisory principles and all pertinent laws, rules and MOU, general office procedures, computer terminology, principles of accident prevention and safety practices.

## Knowledge of:

- Principles and practices of public administration, including personnel management, organizational planning, and administrative analysis.
- State and departmental policies, procedures, and regulations related to records management, procurement, telework, and administrative operations.
- The State Administrative Manual (SAM), Government Code, and applicable laws governing public records, subpoenas, and conflict of interest reporting.
- Contract and purchasing processes, including the Department's Acquisition Manual and state procurement methods.
- Principles of supervision, training, and performance evaluation.
- Internal and external communication strategies, including document control and web content management.

## Ability to:

- Plan, organize, and direct the work of a multidisciplinary administrative team.
- Analyze complex administrative problems and develop effective solutions.
- Interpret and apply laws, rules, policies, and procedures.
- Communicate effectively, both orally and in writing, with staff, management, and external stakeholders.
- Establish and maintain cooperative working relationships across all levels of the organization.
- Manage multiple priorities and meet deadlines in a fast-paced environment.

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- Exercise sound judgment and maintain confidentiality in sensitive matters.

**Analytical Requirements:**

- Ability to independently evaluate and improve administrative systems and processes for efficiency, compliance, and sustainability.
- Skill in analyzing data related to records retention, subpoena response timelines, telework participation, and contract expenditures.
- Capacity to assess operational risks and recommend policy or procedural changes to mitigate issues.
- Ability to synthesize information from multiple sources to support decision-making and strategic planning.

Must be knowledgeable on budgetary issues, funds monitoring, various Caltrans procurement methods, have strong knowledge of and/or the ability to learn, Caltrans Info-Advantage/Datalink. Able to utilize computer technology to perform work duties.

Must understand the principles and practices of employee supervision, development and training.

Must have the ability to develop an effective team of subordinates to provide support services to the District.

Must be able to establish guidelines and controls to assure that activities are being effectively accomplished.

Must be an effective team member, and 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 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 effectively contribute to the Department's Equal Opportunity objectives.

Must possess the following analytical requirements: analyze and understand the implications of law, policy, rules, contracts and legislation pertaining to Caltrans activities.

Must be able to develop and evaluate a variety of alternatives when faced with management challenges and be able to prepare and present findings and recommendations.

Must be able to identify and analyze problems related to monitoring a budget, confidentiality, and respond to management in a timely manner. 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 have comprehensive knowledge of the Department's entire development and control process, including principles of 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.

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 be able to develop and maintain collaborative relationships with internal and external customers; handle sensitive and confidential information; conduct investigations; prepare and deliver presentations to small and large groups; act in a lead

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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**

Failure to exercise correct and timely decision-making would adversely affect the delivery of the District's program and put the District and Department in violation of both Federal and State regulations on the expenditure of funds.

The Staff Services Manager I (SSM I) is responsible for making independent decisions that directly impact the efficiency, compliance, and effectiveness of administrative operations within the District. The incumbent exercises sound judgment in interpreting and applying departmental policies, state regulations, and legal requirements related to records management, procurement, telework, and subpoena processing.

Errors in judgment or failure to adhere to established policies and procedures could result in:

- Non-compliance with state and departmental mandates.
- Legal exposure due to mishandling of subpoenas or confidential records.
- Financial loss or audit findings due to improper procurement or contract oversight.
- Disruption of critical administrative services that support district operations.
- Reputational damage to the Division of Administration and the Department.

The SSM I must ensure that decisions are well-informed, documented, and aligned with organizational goals to minimize risk and maintain operational integrity.

Sanctions could potentially be imposed or millions of Federal Highway dollars could be lost. Incumbent is responsible for ensuring that all transactions and requirements are within appropriate delegations. In addition, incumbent is responsible for implementing policy, establishing work priorities and training employees in the units under his/her supervision. Inappropriate decisions and recommendations can have a direct, adverse impact on the departmental program which could result in the loss of effectiveness in those programs, including over or under expenditures of funds. This could cause embarrassment and possible loss of the use of funds, adversely impact future funding levels, and loss of delegations. Incumbent has responsibility for providing a positive image of the Department. 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 other managers to assure reputation and credibility of the District remains impeccable.

**PUBLIC AND INTERNAL CONTACTS**

Under the general direction of the Staff Services Manager III (Assistant Division Chief), the Staff Services Manager I (SSM I) serves as a key resource in providing administrative and budgetary support within the Division of Administration. The incumbent maintains regular internal contact with staff at all levels across the District and Headquarters, and may assist in advising District Executive Management on high-priority or sensitive matters, as delegated.

The SSM I is responsible for recommending appropriate actions and preparing timely responses to inquiries from control agencies and audit entities, ensuring accuracy and alignment with departmental policies in coordination with the Assistant Division Chief. The incumbent independently consults with and advises staff on services offered through the Office of Business Operations, and is expected to manage complex or sensitive issues with discretion, professionalism, and sound judgment.

The Staff Services Manager I (SSM I) communicates regularly with a wide range of internal and external stakeholders to ensure the effective delivery of administrative services and compliance with departmental policies.

**Internal Contacts:**

- Division of Administration leadership, including the Assistant Division Chief and Office of Business Operations staff, to provide updates, seek guidance, and align branch operations with strategic goals.
- District managers, supervisors, and staff across all functional areas to coordinate administrative support services, including records management, telework, and procurement.
- Legal, Claims, and Human Resources offices to process subpoenas, address personnel matters, and ensure compliance with legal and administrative requirements.
- Statewide Telework Coordinator and other departmental program leads to implement and monitor statewide initiatives.

**Public/External Contacts:**

- Vendors and contractors for procurement of goods and services, contract negotiations, and invoice resolution.
- State Archive Center and other state agencies for coordination of records storage, retention, and destruction.

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- Members of the public, legal representatives, and external agencies in relation to subpoena processing and public records requests.
- Caltrans Historical Preservation Committee (CHPC) members and external preservation partners regarding historical materials and compliance with Deputy Directive DD-58-R2.

The SSM I must maintain professionalism, confidentiality, and diplomacy in all interactions, ensuring clear and effective communication across all levels.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Employees may be required to sit for long periods of time while using a keyboard and video display terminal or traveling in a vehicle to other locations; will be involved with sustained mental activity needed for analysis, reasoning and problem solving. Must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally. And must be able to work independently. The incumbent will be required to move about in their daily supervisory activities on different floors and in multiple buildings. The incumbent will have to concentrate on highly technical details and successfully implement solutions. The incumbent will be expected to be emotionally and mentally capable of responsibly caring for state resources under their control and treating others with courtesy and respect. 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. The workload is subject to frequent, substantial, and unexpected changes within a short time period. Requires ability to resolve emotionally charged issues reasonably 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.

**Physical Requirements:**

- Ability to work at a computer workstation for extended periods using a keyboard and mouse.
- Occasional walking, standing, bending, and lifting of light materials (up to 25 lbs.), such as files, office supplies, or printed materials.
- Ability to travel occasionally for meetings, training, or site visits, which may require driving or use of public transportation.

**Mental Requirements:**

- Ability to analyze complex administrative issues, interpret policies and procedures, and make sound decisions.
- Capacity to manage multiple priorities, meet deadlines, and adapt to shifting demands in a dynamic work environment.
- Strong attention to detail and ability to maintain accuracy in reviewing documents, contracts, and records.

**Emotional Requirements:**

- Ability to work independently and as part of a team in a high-demand environment.
- Capacity to remain calm, professional, and solution-focused when dealing with sensitive issues, tight deadlines, or conflicting priorities.
- Ability to maintain confidentiality and exercise discretion when handling sensitive personnel, legal, or operational matters.
- Willingness to accept constructive feedback and adapt to organizational changes.

**WORK ENVIRONMENT**

The incumbent will primarily work in a standard office environment with artificial lighting and climate control. However, due to occasional heating and air conditioning issues, building temperatures may fluctuate. The position requires frequent use of a computer, telephone, and other standard office equipment, and the ability to manage multiple tasks simultaneously in a fast-paced environment with frequent interruptions.

The incumbent may be required to work beyond the normal work schedule, including occasional overtime, night work, or overnight travel, to meet deadlines or respond to urgent matters. Travel between the District Office, Headquarters, and other district locations may be necessary to attend meetings, trainings, or coordinate with other offices.

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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

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE