

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Manager II	OFFICE/BRANCH/SECTION D85/Director's Office	
WORKING TITLE Chief of Staff	POSITION NUMBER XXX	REVISION DATE 10/2025

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 Director/Chief Deputy Director, the Chief of Staff is responsible for advising the Director/Chief Deputy on issues of critical concern to Caltrans. The incumbent also provides direction and manages the daily activities of the Director's Office. The incumbent serves as a key coordinator and advisor, ensuring the effective planning, execution, and follow-through of meetings, communications, and high-level engagements involving the Director/Chief Deputy Director of Caltrans.

**CORE COMPETENCIES:**

As a Staff Services Manager III, 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. (Employee Excellence - People First, Pride)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Innovation)
- **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. (Employee Excellence - 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. (Prosperity, Employee Excellence - Collaboration, Innovation, People First)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Equity, Employee Excellence - Collaboration, Innovation, People First)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Equity, Employee Excellence - People First, 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, Prosperity, Employee Excellence - Collaboration, Innovation)
- **Perspective (Thinking Globally & X-function):** Broad view of issues, ability to pose future scenarios, and think globally. Stays current on changes and new developments in industry. Ability to look at and is open to different perspectives. (Equity, Employee Excellence - Collaboration, Innovation, People First, Pride)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Pride)

**TYPICAL DUTIES:**

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

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

40%	E	<p>Identifies and prioritizes issues/needs requiring executive attention. Conducts independent research and formulates recommendations on the pro/cons of recommended actions. Acts as the central coordination point for the Director's assignments to Deputy Directors. The Chief of Staff discusses assignments daily with members of the Executive Staff. Discusses, and when appropriate, advises on departmental policies with the Director/Chief Deputy Director and provides direction related to the strategic planning of the department.</p> <p>Communicates policy decisions from across the department and other sensitive information to Deputy Directors and District Directors. Coordinates and performs studies of special interest to the Director. Serves as an impartial facilitator between the Director and staff in resolving issues and assuring that the needs of both sides are met.</p> <p>Serve as the primary coordinator for meetings involving the Director and Chief Deputy Director, including internal executive leadership meetings, external stakeholder engagements, inter-agency collaborations, and legislative briefings.</p>
30%	E	<p>Serves as the single point of contact in the Director's Office with the Governor's Office, California State Transportation Agency (CalSTA) and other Executive Staff in the absence of the Director and Chief Deputy Director. Determines whether issues require the Director or Chief Deputy Director's attention or if it can be handled through other channels. Participate in executive briefings and planning sessions, providing input based on cross-divisional interactions and stakeholder feedback. Works with Legislators, other agencies and departments, and external agencies on the Director and Chief Deputy Director's behalf.</p> <p>Leads and coordinates special projects such as the Caltrans Executive Board, strategic planning, Federal Highway Administration initiatives and leadership activities, as well as national strategic engagement efforts. Develops communications processes for the Executive Board and facilitates coordination with Director and Chief Deputy on board meeting content and strategic direction.</p> <p>Ensure timely review and approval of communications requiring the Chief Deputy Director's input or signature. Manages the daily activities and worked performed by staff of the Director's Office.</p>
20%	E	<p>Serves on project task forces/teams and special committees with responsibility to develop and recommend solutions to issues which may span the full range of departmental programs. This requires in depth knowledge of the Director's vision, plans and goals.</p> <p>Meets daily with the Director and Chief Deputy Director to discuss departmental directions, issues and decisions. Advises Director/Chief Deputy Director on matters and responds to inquire from legislators, public agencies and the private sector.</p> <p>Develops the National Strategic Engagement Plan and the Out-of-State Travel Program working with the Division of Research, Innovation, and System Information, the AASHTO Coordinator and the Office of Resource Management. Leads development of the annual Out-of-State Travel Blanket and works with CalSTA to gain Governor's Office approval. Develops transition documents for CalSTA and other executive-level informational materials as requested by the Director.</p>
10%	M	<p>Serves as liaison with and represents the Director and Chief Deputy at meetings and conferences they are unable to attend. Provides guidance on completing the Director's Office correspondence and issue memos to staff statewide.</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**

Supervises executive unit staff within the Director's Office and special assistants to the Executive Board.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent must possess a thorough knowledge of the Department's mission, vision, and strategic goals; laws, rules, and policies of the State of California and the federal government relating to transportation functions and requirements. Principles and practices of public administration, budgeting, personnel, planning, program management and evaluation.

## POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

---

The incumbent must have the ability to prioritize based on risk and impact to the Department and identify administrative or managerial issues or conflicts in program direction and respond with good solution options; high level of expertise in effectively communicating (writing and oral), working cooperatively with all management and employee levels; negotiating resolutions to issues or problems accomplishing goals; being sensitive to and working with political interests; work in a fast pace environment handling multiple simultaneous assignments.

Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; as well as gain and maintain the confidence and cooperation of those contacted during the course of work.

---

### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent works with a wide range of individuals, employees, public organizations and elected officials. In this capacity, the person is required to make sensitive and diplomatic decisions consistent with state policy. Lack of tact and/or error in judgment in disseminating information could result in project delays or project cancellation due to community pressure, political unacceptability, and/or lawsuits by special interest groups.

---

### PUBLIC AND INTERNAL CONTACTS

This position's responsibilities require contact with various top management in Caltrans. Additionally, other governmental agencies and departments at the federal, State and local levels, special interest groups representing both private citizens and industry and contact with the Governor's Office, elected officials, the California State Transportation Agency, the California Transportation Commission, and legislators and their staff.

---

### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Most of the jobs in Caltrans require interaction with people. It is important that employees work with others in a cooperative manner. Employee must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must be able to concentrate in order to review and create documents and meet strict deadlines at times. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice.

Incumbent may be required to sit for long periods of time using a keyboard and video display terminal. May also be required to lift, carry, and move boxes of material under 25 pounds from one location to another. Employee will occasionally bend, stoop, kneel to pull or push objects, grasp objects with fingers, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing.

---

### WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employee may be required to sit for long periods of time using a keyboard and video display terminal. Field visits and off-site meetings, before or after hours is required. Overtime may be required and vacation restricted during peak times and fiscal year end closing.

## POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

---

---

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

---