

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE C.E.A.	OFFICE/BRANCH/SECTION Administration/Business Operations	
WORKING TITLE Chief, Division of Business Operations	POSITION NUMBER 702-023-7500-001	REVISION DATE 03/04/2026

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 Deputy Director, Administration the incumbent is responsible for the efficient and effective management of all functions and activities statewide for the Business Operations Division.

CORE COMPETENCIES:

As a C.E.A., 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. (Climate Action, Employee Excellence - Collaboration, Integrity, People First, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety, Climate Action - Equity, Integrity, People First, Stewardship)
- **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. (Safety, Climate Action, Employee Excellence - Collaboration, Integrity, People First, Stewardship)
- **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. (Climate Action, Employee Excellence - Collaboration, Equity, Integrity, People First)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety, Climate Action, Employee Excellence - Collaboration, Equity, People First, Stewardship)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety, Climate Action, Employee Excellence - 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. (Employee Excellence - Collaboration, Integrity, People First)
- **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. (Safety, Climate Action, Employee Excellence - Collaboration, Innovation, People First, Pride, Stewardship)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety, Climate Action, Employee Excellence - Equity, People First, Pride, Stewardship)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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45%	E	Develops and implements policies, formulates work programs and evaluates effectiveness of operations statewide for the Division of Business Operations (Statewide Facilities; Business Services; Resource Management Support; Caltrans Clean Renewable Bonds Program; Sacramento Building Operations and Security).
		Develops and establishes the strategic direction of the Division. Develops annual and long-range goals and objectives of the Division.
		Develops and implements policies for building operations and maintenance, office space and facility planning, commute planning information, security operations and preparation of the Annual Facility Infrastructure plan. Acts as a resource for Caltrans' Sustainability Program.
		Provides policy direction to the budget program for Statewide Facilities and for the Division. Additionally, is responsible for Resource Management for the Administration Program and the Administrative Divisions. The program is responsible for administering all incoming and outgoing personal services and operating expense resources in Statewide Facilities, the Division, and Administration.
35%	E	Provides policy direction for statewide security programs and measures to protect employees, funds, services, facilities, and equipment. Provides consultative services to all levels of management in relation to security measures, security planning, and crime prevention planning. Liaison for local, state, and federal law enforcement, regulatory, and security personnel.
		Advises the Deputy Director, Administration of external interests and controversial issues as they may develop, presents high-level overviews and issues related to the Division of Business Operations in front of executive management, including the Caltrans Executive Board.
		Represents the Deputy Director, Administration as departmental spokesperson on Business Operations issues.
20%	E	Builds strong business relationships internally and externally that add value to the department and the efficiency and effectiveness of its programs.
		Maintains liaison activities with external government agencies, officials, private organizations, and individuals.
		Provides direction for business activities (departmental records, forms and copier management functions, reprographics, mail, and library services).
		Advises the Deputy Director, Administration on the full range of complex issues related to Business Operations Division.

¹ESSENTIAL 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 Division Chief directs the activities of approximately 90 employees in administering the department's programs for facilities, business services, and security.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have thorough knowledge of all laws, rules, policies, and practices related to the facilities, business services, and operations security utilized by the State and be able to interpret and apply them. Must be familiar with departmental mission, vision, and goals and be able to recommend policies and guidelines that will provide a framework for all levels of the department to develop an effective management process.

Must be able to express ideas and present information clearly and logically both orally and in writing to departmental management. Must be able to develop and utilize effectively all available resources within the Division of Business Operations. Must be committed to the principles of customer service and to providing high quality customer service.

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employees supervision, development, and training; program management; formal and informal aspects of the

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legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's Equal Employment Opportunity Program.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Has overall responsibility for the Business Operations Division's activities. Error in decision making could bring discredit to the department, or cause strained or disrupted relations with Federal, State, and local agencies, significant delays in the delivery of needed Federal, State, local, and specially funded transportation projects and the potential for lawsuits.

PUBLIC AND INTERNAL CONTACTS

Has extensive contact with Federal, State, and local government officials, and citizens' groups. Represents the department at public forums, hearings, and other public appearances, and with print, social, and broadcast media.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally. Must be able to work independently and as part of a team. Must be able to sit for long periods of time using a keyboard and video display terminal while performing tasks utilizing a PC. This position requires patience and understanding when dealing with a high volume of request from a diverse group of people. Must have the ability to multi-task, adapt to changes in priorities, stay mentally focused for long periods of time, and complete tasks or projects with short notice. Must be able to develop and maintain cooperative working relationships. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. Must be able to develop and maintain the trust and respect of management and staff. The incumbent will be expected to be emotionally and mentally capable of responsibly caring for state resources under their control and treating other 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.

WORK ENVIRONMENT

The incumbent will be exposed to computers, various lighting conditions - including but not limited to artificial lighting in a standard work office/cubicle, will be required to stand or sit for prolonged periods. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Must be able to work at a keyboard and focus on complex tasks for long periods of time. Incumbent may be required to travel, even at night and work outdoors and may be exposed to dirt, noises, uneven surfaces, and/or extreme heat or cold.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's evolving telework policy. Caltrans supports telework, recognizing that in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksites with minimum notification if an urgent need arises. The selected candidate will be required to commute to the headquartered location as needed to meet operational needs. Business travel may be required, and reimbursement considers an employee's designated headquartered location, primary residence, and may be subject to CalHR regulations or applicable bargaining unit contract provisions. All commute expense to the headquartered location will be the responsibility of the selected candidate.

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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