

**POSITION DUTY STATEMENT**

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor I	OFFICE/BRANCH/SECTION District 11/Administration	
WORKING TITLE District Performance Manager	POSITION NUMBER 911-007-4800-xxx	REVISION DATE 04/28/2026

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 Deputy District Director of Administration (DDDA), the District Performance Manager, a Supervisor I, provides detailed advice and technical guidance to managers and supervisors regarding complex and sensitive performance and disciplinary issues, policy implementation, and employee progressive discipline. Establishes internal policies and procedures and implements same to ensure activities are performed consistent with departmental program goals. The District Performance Manager assists with and performs investigations involving ethics and other claims/complaints; ensures timeliness of investigations and delivery; ensures that the highest legal and ethical standards are met; and may represent the District as settlement authority in administrative law hearings. As a working supervisor, the District Performance Manager performs the more difficult and sensitive performance related work.

**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.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Employee Excellence - Collaboration, Integrity, People First, Pride)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity, Employee Excellence - Innovation, Integrity, People First, Pride)
- **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. (Employee Excellence - Collaboration, Equity, Integrity, People First, 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. (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. (Employee Excellence - Collaboration, Equity, Integrity, 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. (Employee Excellence - Collaboration, Equity, Integrity, People First, 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. (Employee Excellence - Collaboration, Equity, Integrity, People First, Pride)
- **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. (Employee Excellence - Collaboration, Equity, Integrity, People First, 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. (Employee Excellence - Collaboration, Equity, Integrity, People First, Pride)

**TYPICAL DUTIES:**

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

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45%	E	Consults with managers and supervisors regarding all levels of progressive discipline including formal adverse actions. Drafts appropriate charges which are supported by clear and convincing evidence and recommends level of actions. Guides managers and supervisors in the collection of documentation or other evidence supporting progressive discipline. Confers with Audits and Investigations and Equal Employment Opportunity (EEO) staff concerning investigations requested by managers and supervisors. Develops all actions, including the most complex and sensitive actions related to workplace violence, sexual harassment, discrimination, information technology abuse, etc. Ensures employees due process rights to adequate notice are satisfied, properly addresses prior warnings given to employees by supervisor and confirms the action will meet all legal pleading requirements.
20%	E	Works independently to review complex, critical, and sensitive administrative complaints. Investigates reports of ethics violations with direction from the Deputy District Director, Administration and Office of Risk and Strategic Management which may include traveling; interviewing witnesses; reviewing, analyzing, and evaluating testimonies and evidence received for determination of substantiation of complaint. Prepares complex, neutral, and timely investigative reports with appropriate charges which are supported by clear and convincing evidence, and reviews recommendation of level of action with management and DDDA. Submits Request for Review and Recommendation of Disciplinary Action to the Office of Discipline Services (ODS) on behalf of the District when appropriate. Consults with management, executive staff, supervisors, and members of the public to research and take prompt corrective and/or disciplinary action as the situation warrants.
20%	E	Supervises, hires, develops, and trains staff. Clearly communicates the organization's mission, vision, strategic plan, and strategies. Ensures staff are familiar with the Letter of Expectations (LOE) and Department policies and directives. Provides staff the resources needed to perform their duties successfully (e.g., equipment, materials, training, etc.) Schedules work assignments, establishes priorities, and directs the work of staff, making adjustments as necessary due to changing priorities of the District and Department. Provides feedback on job performance to employees that entails critical, constructive, and oral and written feedback through the regular monitoring of their productivity and workload. Prepares timely probation reports, annual performance reviews, and individual development plans; provides training opportunities within the unit. Ensures staff attend mandated training. Takes the necessary, appropriate actions to address performance issues.
10%	E	Provides training to managers and supervisors on maintaining proper documentation, preparing informal corrective action, and administering progressive discipline. Creates and manages Progressive Discipline and Adverse Action tracking mechanisms with results of action, settlement agreements, and State Personnel Board (SPB) rulings. Consults with management, executive staff, supervisors, ODS, Labor Relations (LR), Office of Employee Health and Safety, and the Division of Human Resources when negotiating final action and settlement agreement. Distributes notices and responds to general correspondence and inquiries.
5%	M	May attend and provide settlement authority for SPB conferences on behalf of the District and the DDDA. Works cooperatively with the District 11 Safety/EEO Manager, a Supervisor I, to monitor current, coexisting cases.

<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**

Provides direct supervision to professional and clerical staff as well as guidance and direction to other members of the leadership team in the district.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

This position requires a high degree of expertise and the knowledge and principles of practices in the public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, and development and training.

Knowledge of Caltrans policies and procedures, safety, health, and Discrimination Complaint Investigation Unit (DCIU) objectives, as well as principles and practices with particular reference to the laws governing public offices and agencies along with trial and appellate court practices and the rules/laws of evidence. Demonstrate positive attitude and commitment and conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers.

Ability to research, understand, interpret and articulate applicable employment laws, rules and regulations; prepare and conduct

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actions and proceedings before administrative law bodies; analyze and apply principles and precedents to particular sets of facts; present oral statements of fact, law, and argument clearly and logically; provide clear, concise, and effective written actions and documentation; deal tactfully, professionally, and confidentially with all internal and external customers and contacts. Must be able to identify and analyze problems related to violations of policy. 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 recommend actions 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 be able to communicate effectively, both orally and in writing. Open communication is critical with District and 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. Requires extensive knowledge of Equal Employment Opportunity, policies, procedures of public administration and education, techniques of preparing producing and disseminating information. 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 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.

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**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

Provides a positive image of the Department. Without detailed supervision, provides responses to management and internal/external customers. 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. Improper direction and recommendations could severely impact managers' and supervisors' ability to discipline employees. This could result in loss of management's confidence in the discipline process. Inefficient and ineffective presentation of the Department's response to employee's appeals that result in the administrative law judge overruling the Department's adverse action may generate civil actions by employees and severe financial liability to the state. Poor performance by the SSMI may also consequently affect Caltrans' ability to pursue effective negotiations with labor unions concerning resolution of disciplinary and non-punitive actions and diminish the Department's reputation with SPB. Responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical, or employment history, education, financial transactions or similar information. Failure to protect departmental employee's confidential information may damage the Department's reputation as a confidential organization and result in employee grievances or lawsuits. Intentional violation of this Act may result in disciplinary action, up to and including termination of employment.

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**PUBLIC AND INTERNAL CONTACTS**

Interacts with all levels of staff including management, other public entities (State, Local and Federal), Caltrans families and co-workers. Must have good telephone and e-mail skills and be able to deal with others in a courteous and professional manner. Independently confers with all levels of Caltrans directorate, management and staff, employee representatives, Legal Division attorneys, Audits and Investigation Office, DCIU, and SPB. Handles the more difficult queries with competence and integrity. Communicates effectively with Headquarters functional managers, regional managers, district managers/supervisors, and individual employees.

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**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Must be able to determine and execute an effective course of action while under pressure. Must be able to travel overnight and long distance. 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 reasonable and diplomatically. 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. Employee will be required to sit for long periods of time using a computer keyboard and terminal, or while traveling in a vehicle; must have

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ability to develop and maintain cooperative working relationships; be a self-starter; respond appropriately in difficult situations.

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### WORK ENVIRONMENT

When at their base of operations, works in a climate-controlled office under artificial lighting; however, due to unexpected heating and air conditioning problems, building temperatures may fluctuate. May be required to travel to field office locations and work-sites throughout the district to conduct meetings, consultations, training, and/or investigative questioning. Occasional night work, and overnight travel may be required.

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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.

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE