

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor II	OFFICE/BRANCH/SECTION Maintenance - District 56	
WORKING TITLE Office Chief, Strategic Management	POSITION NUMBER 913-660-4801-007	REVISION DATE

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the direction of the Deputy Division Chief, Administration & Budgets (Manager II), the Supervisor II is responsible for strategic planning, organizational communications, policy development, business and performance management activities and implementation. The Supervisor II acts as a consultant to the Division Chief, Deputy Division Chiefs and Office Chiefs for a broad variety of planning and program management issues with statewide implications and facilitates communications on numerous state tunnel and unsheltered population inquiries and reports. As the Division's Strategic Planning Manager, will plan, develop, organize, and direct activities which integrate various Division functions to support district and division functions. This position will serve as a direct communications link between the Headquarters Maintenance Offices and Districts regarding strategic planning, asset and performance based budgeting modeling, business process improvements, state tunnels and unsheltered population issues. This position will also serve as the Division's liaison with our internal/external partners to collect and develop clear, concise responses in preparation for delivery to the Legislature, Finance, Agency and others as needed. The incumbent supervises a staff of professional and administrative employees involved in developing and recommending solutions to strategic business planning, management issues, maintenance agreements and information management for the Division.

CORE COMPETENCIES:

As a Supervisor II, 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, Equity, Innovation, Integrity)
- **Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Collaboration, Innovation, 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. (Equity, Prosperity, Employee Excellence - Collaboration, Equity, Integrity, People First)
- **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, Innovation, People First, Pride)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Equity, Employee Excellence - Collaboration, Innovation, Integrity, Pride)
- **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. (Prosperity, Employee Excellence - Collaboration, Integrity, People First, 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, Innovation, People First)
- **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. (Employee Excellence - Collaboration, Innovation, Integrity, Pride)
- **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. (Prosperity, Employee Excellence - Collaboration, Integrity, Pride)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

30%	E	Develops the Division's strategic and business plans and corresponding performance measures, including updates to the Division's objectives and strategies; supports long range plans by aligning organizational goals and performance measures with transportation system goals; develops policy; prepares tactical and business plans. Develops and implements strategies to evaluate and gain stakeholder and user input on policy, guidance, resource and asset management, system and organization performance, including validating key objectives and strategies. Identifies, tracks and reports on all Maintenance Program commitments and goals. Develops and coordinates business plans and asset-based information management and budget planning efforts throughout the Division. Provides strategic guidance to Division management.
25%	E	<p>Directs development, implementation and distribution of division policies and guidance to strengthen collaboration across offices and districts to ensure alignment and accountability of maintenance functions and goals. Develops greater business-to-business relationships between Offices. Communicates clearly and concisely about complex issues, concepts, and processes to executives and the externals. Makes maintenance policy recommendations based in analysis on funding and priorities. Develop and incorporate asset management cost effectiveness analysis into the budget model for purposes of more effectively allocating maintenance resources.</p> <p>Directs staff to develop management information collection tools, identifies best practices for compiling, tracking, and validation performance measures and results using management indicators, workload standard, and tools related to Maintenance. This will include development of dashboard models including levels of service that will be ongoing performance indicators for the Maintenance statewide program tied to the Budget Model. Manage, update and implement changes to the Budget Model. Oversee preparation of Budget Change Proposals.</p>
15%	E	Provides oversight and management of staff responsible for the development of tracking of Maintenance Activity Performance Plans (MAPPS) and MOUs between programmatic and district partners. These plans promote transparent workload guidelines and determine fiscal responsibility of resources tied to the Division of Maintenance. Negotiations through this process are designed to promote accountability for services being brokered in the Division of Maintenance. Responsible for management of staff liaison pertaining to maintenance agreements between maintenance statewide district staff and Division of Legal staff. Negotiations for maintenance agreements are designed to protect the program and the Department against litigation.
15%	E	<p>Provides oversight and management of staff responsible for legislative affairs, Department of Finance, Legislative Analyst's Office, Bureau of State Audits as well as internal customer and office chief inquiries. Acts as the primary administrative point of contact for internal research staff. Participates in developing research topics, designs, specific to the Divisions' needs and priorities. Ensure that research projects are executed successfully and completed within time frames.</p> <p>Provides statewide oversight responsibility across the Department to staff responsible for the development of: Division Surveys to obtain input from the Department's internal and external clients to determine if the Division's strategic plan meets their business needs, contract documents; Quantifiable performance measurement tools linking resource costs to performance measures; Recommendations on policy changes due to emerging transportation issues.</p> <p>Directs and facilitates evaluation processes to assess the Division's progress toward specific goals, strategies, and efficiency measures by utilizing data generated from the Division Office of Performance Management.</p>
10%	E	Directs the development and execution of the Maintenance Division and Maintenance Program strategic communications and employee recognition activities. Oversight of strategic communications includes, but is not limited to, the publication of a statewide newsletter; preparation of a weekly status report and annual accomplishment report; and the maintenance of the Division's intranet site.
5%	M	Provides support to the Senior Advisor, Social Innovation, to plan, develop, organize, and direct activities which integrate various Division functions to support district and division function to address homelessness and other social issues.

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.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Directly supervises analytical staff in the Office of Strategic Planning, Business & Information Management.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

• **Knowledge:** Must have a thorough knowledge of maintenance field and HM functions, the budgeting process and the purposes, organization, policies, and procedures for the Department's Mission, Vision; laws, rules and policies of the State of California and federal government relating to maintenance functions.

• **Abilities:** Based on experience and expertise, must have broad abilities to identify issues or conflicts in program direction and be able to act independently and exercise good professional judgment to prioritize issues, develop and recommend appropriate policies and actions, and obtain necessary resources to carry out the assigned duties, must be creative, innovative, and have the ability to examine existing processes and outcomes, identify deficiencies and make improvements to achieve program goals. Must be able to judge work quality, and performance, interpret departmental policy and determine appropriate action, prepare complete and comprehensive reports and strategic plans, use good judgment for the analysis of contract resource requirements. Must be able to collaborate with all levels of management and employees.

• **Experience:** Responsible experience in program and information management, strategic and business planning, contract administration. Responsibilities assigned to this position require the incumbent to have the ability to assimilate technical and procedural input from a variety of sources, to evaluate that input and work with Programs, Districts, Regions, outside agencies and advisory groups to develop and implement strategic and business plans. The incumbent must understand and resolve conflicting issues, and to develop, interpret and use tools to accurately measure performance and achievement of program goals.

The incumbent must skillfully apply principles of strategic planning, and quality improvement, and be able to facilitate development of alternatives through brainstorming, workshops and other techniques of innovative thinking and inclusive participation.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent is responsible in providing accurate and thorough guidance to Division management and staff, other Programs and to Districts and Regions to ensure the development and incorporation of Division goals and performance measures. Must ensure the adoption of improved management planning processes in all Division activities; must take the necessary steps at appropriate times to ensure timely progress in achieving program goals and the fulfillment of departmental commitments.

The consequences of not considering all factors could be inconsistent or inappropriate decisions by management and staff that could affect project delivery efforts. Errors in identifying and meeting internal and external stakeholder needs could lead to providing inadequate information for program management and planning and legislative or legal mandates. Additionally, errors in judgment may result in inappropriate use of state resources.

PUBLIC AND INTERNAL CONTACTS

The incumbent must maintain continuing personal contact and cooperative working relationships with Districts, Regions, and Headquarters personnel and management, and outside agencies and organizations. The incumbent is the primary liaison between the Division of Design and the Project Management Resource and Management and Administrative Support Office. The incumbent also works regularly with the Divisions of Administration, Construction, Traffic Operations, Environmental Analysis, Research, Innovation and System Information, Legal and other Headquarters functional units, Districts and Regions, outside agencies, and departmental advisory groups to achieve the goals of the Division.

Must be able to develop and maintain cooperative working relationships.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent will be required to sit for long periods of time. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must deal effectively with pressure and maintain focus and intensity, even under adversity. Must develop and maintain cooperative working relationships and meet and deal tactfully with the public and other Departments. Incumbent must respond appropriately to difficult situations and resolve emotionally charged issues reasonably and diplomatically. Must behave in a fair and ethical manner toward others and be tactful and treat others with respect. The incumbent demonstrates a sense of responsibility and commitment to public service. The incumbent values cultural diversity and other individual differences in the workforce.

WORK ENVIRONMENT

Incumbent will work in a climate-controlled office under artificial lighting. The use of a desktop computer is essential. Travel to the districts will subject the incumbent to the typical rigors of air, auto and transit travel and overnight hotel stays. Some project field reviews will require the incumbent to work outside of the office along our state highways or other project sites for short periods of time.

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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