

CLASSIFICATION TITLE Information Officer II	OFFICE/BRANCH/SECTION D2/Administration/Office of Public Information	
WORKING TITLE Chief, Public Information/Legislative Affairs	POSITION NUMBER 902-001-5595-XXX	REVISION DATE 7/1/2026

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, Administration (Manager II), the incumbent has full responsibility for providing management support and operational direction to the Public Information Office (PIO), including Public Information, Graphics, Customer Service Request (CSR), California Public Records Act (CPRA), and Executive Assistant functions. As a member of the District 2 Executive Staff, the incumbent works closely with the District Director and members of the Executive Team on matters involving public information, media relations, public outreach, and engagement. The incumbent serves as the primary District-level contact for Legislative Affairs, ensuring timely coordination, communication, and alignment with departmental priorities.

CORE COMPETENCIES:

As an Information Officer 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.

- **Creativity and Innovation:** Thinks beyond the confines of traditional models to recognize opportunities, seek creative solutions and take intelligent risks. (Employee Excellence - Innovation)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Integrity, 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. (Employee Excellence - Integrity)
- **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. (Employee Excellence - Collaboration)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Employee Excellence - Equity)
- **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 - Integrity)
- **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 - Integrity)
- **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, Stewardship)
- **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, Stewardship)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

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35%	E	Public Information: Establishes and maintains cooperative, proactive working relationships with State and local government agencies, local media outlets, community organizations, and other stakeholders as the District's primary resource for public information and legislative affairs. Actively seeks opportunities to inform the media and the public about Caltrans' role as a transportation provider within District 2. Responds to the most complex and sensitive inquiries from the media and the general public through telephone, web-based platforms, written correspondence, or in-person communication. These inquiries often involve high-profile, contentious, or time-sensitive issues requiring sound judgment and careful messaging. Works directly with Executive Management on all matters related to public information, including preparing and delivering media interviews as needed. Provides continuous (24/7) standby availability for media inquiries, significant incidents, and highway emergencies to ensure accurate and timely information is communicated to the public.
30%	E	PIO/Graphics/Executive Assistant/CSR/CPRA: Provides supervision and direction for the PIO, Graphics, Executive Assistant, CSR, and CPRA employees. Oversees and ensures compliance with the District's public information, communications, and legislative affairs requirements.
15%	E	Communication/Social Media: Directs the planning, preparation, and publishing of news releases, fact sheets, District 2 Caltrans social media content, and road information bulletins that pertain to District and Regional projects, programs, and other Departmental and transportation-related issues.
15%	E	Public Relations/Media Events: Directs the planning, preparation, and coordination of public relations and media events, such as press conferences, groundbreaking ceremonies, facility openings, and/or dedications, as well as other events involving public relations and the District. Plans and/or assists in the planning of public meetings pertaining to projects to be undertaken in the District, and oversees the creation of graphic displays for use in public forums. Directs the coordination of the District Awards Program, including the Excellence in Transportation awards, employee superior accomplishment awards, and other recognition activities for the District.
5%	M	Assists with District and Statewide committee work as needed and provides support and backup for other Administration Division Chiefs. Serves as delegated support for the Deputy District Director of Administration (DDDA) when required.

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

Provides leadership, direction, and oversight to a diverse team of professional staff, with additional supervision of student assistants and retired annuitants as needed. Establishes clear expectations, monitors workload and performance, and ensures staff are supported, developed, and aligned with District priorities. Delegates work appropriately, offers guidance and coaching, and maintains accountability to ensure high-quality outcomes across all assigned functions.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires extensive expertise in laws, regulations, policies, and procedures related to Public Information and Legislative Affairs. Must possess comprehensive knowledge of methods used to identify public information needs and the techniques required to prepare, produce, and disseminate information across all media platforms, including digital and social media. Must communicate clearly and effectively, both verbally and in writing, and demonstrate a strong understanding of the California Public Records Act.

Must be well-versed in the Department's strategic plan, goals, objectives, policies, programs, organizational structure, and business practices. Requires knowledge of local media outlets, government agencies, community organizations, and public interest groups relevant to District operations. Must be able to organize and manage multiple complex projects simultaneously while maintaining accuracy, consistency, and progress in a fast-moving environment.

Must be capable of formulating and conveying clear, concise plans and objectives related to public information and engagement. Requires the ability to negotiate effectively, maintain the confidence and cooperation of others, and manage politically sensitive issues with discretion while keeping Executive Management informed of emerging concerns. Must be able to deliver presentations, exercise sound judgment in project evaluation, and manage shifting priorities as circumstances change.

Must be able to assess and understand complex political, public information, and public relations matters. Requires strong analytical skills to address a wide range of personnel, organizational, and management challenges. Must be able to evaluate situations impartially, develop viable alternatives, and recommend effective courses of action.

Ability to: communicate ideas and information clearly and effectively; reason logically and creatively using a variety of analytical methods to resolve managerial and operational challenges; make informed decisions and take appropriate action; establish and maintain priorities to ensure activities are carried out effectively; and gain and maintain the confidence and cooperation of others.

POSITION DUTY STATEMENT

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The PIO Chief serves as a highly visible representative of the Department and District, and must consistently act with professionalism, accuracy, and sound judgment. Decisions made in this role directly influence public perception, media coverage, community relationships, and legislative engagement. Errors in judgment, communication, or coordination may result in embarrassment to the Department or District, loss of credibility, or unintended negative impacts to the traveling public. Missteps in messaging or handling sensitive issues can damage trust with State and local government partners, planning agencies, legislators, media outlets, and community organizations. Poor decisions may undermine complex partnerships, delay critical projects, or trigger public criticism. Inaccurate, unclear, or untimely information may erode confidence in the Department's transparency and responsiveness, placing strain on relationships and potentially compromising public support for District initiatives. Failure to handle information appropriately or to communicate with tact and accuracy may also expose the Department to reputational harm, heightened scrutiny, or inquiries from oversight bodies. Ultimately, errors in this role, either by the incumbent or by subordinate staff under their direction, can result in lost public trust and diminished support for Departmental efforts.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have continuous, daily contact with the Deputy District Director of Administration, other District Management staff, members of the press, the public, elected officials, District supervisors, as well as Headquarters and other District and/or Region staff. The incumbent will also interact with various public entities, including local governmental offices. The incumbent must be able to manage these contacts with a high degree of professionalism, demonstrating an informed and knowledgeable approach and consistently representing the Department with competence, diplomacy, and integrity.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be open to change and new information, and adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Must adapt rapidly to new situations warranting attention and resolution. May be required to speak in front of large groups or represent the Department at various media events. Must be able to work effectively under tight deadlines. Must be able to deal effectively with people using tact and good judgment, and must be able to interact with difficult and sometimes angry individuals while maintaining a calm and professional demeanor. Must behave in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service. Must create a work environment that encourages creative thinking and innovation. Must create and sustain an organizational culture that encourages others to provide the quality of service essential to high performance.

WORK ENVIRONMENT

The incumbent will primarily work in an office setting furnished with modular furniture and standard artificial lighting. Occasional travel is required. When traveling on State business, the incumbent must possess a valid California driver's license and may be required to drive long distances, sometimes in adverse weather or traffic conditions. The incumbent may also work outdoors or visit project sites where exposure to dirt, noise, uneven surfaces, and extreme heat or cold may occur. This role may require carrying, lifting, or moving materials or equipment weighing up to 25 pounds. The incumbent must be able to navigate dynamic or high-activity environments, adapt quickly to changing field conditions, and interact with staff and the public in various settings.

TELEWORK - 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 expenses 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