

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

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|--------------------------------------|-------------------------------------------------------|-----------------------------|
| CLASSIFICATION TITLE<br>Supervisor I | OFFICE/BRANCH/SECTION<br>Human Resources/Transactions |                             |
| WORKING TITLE<br>Branch Chief        | POSITION NUMBER<br>702-008-4800                       | REVISION DATE<br>03/05/2026 |

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

GENERAL STATEMENT:

Under the leadership of the Office Chief (Sup II, Office of Transactions Services (OTS), the Supervisor I serves as the Branch Chief and ensures the development of a customer-service oriented Office. The Branch Chief demonstrates a positive attitude and a commitment to provide quality service that is accurate, timely, and exceeds our customers' expectations. The Branch Chief is responsible for the leadership of staff engaged in Transactions; official personnel record keeping; training; development and formulation of Transactions' policies and procedures; and special projects.

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 - People First)
- Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - People First)
- 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 - People First)
- 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 - People First)
- 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 - People First)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - People First)
- 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 - People First)
- 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 - People First)
- Commitment/Results Oriented**: Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Employee Excellence - People First)

TYPICAL DUTIES:

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

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|-----|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30% | E | Manages, supervises, and directs OTS staff providing a broad range of personnel services to departmental staff. Provides direction regarding personnel and payroll transactions, ensuring applicable laws, rules, regulations, Memorandum of Understandings (MOUS), control agency and departmental policies and procedures are adhered to. Manages and oversees the development of training for OTS staff; including supervisors, specialists and analysts; and other staff involved in the transactions process, e.g., timekeepers, district liaisons, etc.; and training for department supervisors in the personnel and payroll areas. Coordinates and partners with OTS Branch Chiefs and staff, and other Human Resources, Labor Relations and Discipline Services staff, to ensure Caltrans employees are provided timely and high quality customer service. Ensures that all personnel records for Caltrans employees are prepared, processed, filed and retained accurately and securely. Ensures that customers' needs are thoroughly met. |
| 20% | E | Supervises and oversees the development of recommendations for departmental personnel and payroll policies; the development and formulation of management and all employee policy/procedures memos and circulars; the development and formulation of written personnel procedures for the implementation of operational policies; implementation of new departmental and statewide requirements; and revises current personnel policies and procedures to meet the changing needs and directions of the Department and control agencies. Advises department managers on appropriate personnel/payroll laws, rules, policies and procedures.                                                                                                                                                                                                                                                                                                                                                                                                          |
| 15% | E | Oversees the recruitment and selection of OTS staff, including writing duty statements, screening criteria and interview questions; downloading and screening applications submitted to the Exam and Cert Online System (ECOS); coordinating and participating in interview panels; and conducting reference checks, partnering with Classification & Hiring throughout the process for approvals. Provides leadership and guidance to OTS staff; develops and implements staff development policies; prepares probationary reports and performance evaluations, taking disciplinary action as necessary. Ensures all subordinate staff are committed to providing quality customer service at all times and the goal to thoroughly meet customers' needs.                                                                                                                                                                                                                                                                                           |
| 15% | E | Analyzes and independently resolves a variety of complex technical personnel/payroll problems, using the State Controller's Office's database and control agency directives. Monitors the Department's payroll and employee benefits programs in accordance with State Controller's Office, State Personnel Board, Department of Human Resources, Department of Finance, Board of Control, Public Employees Retirement System and federal Department of Labor laws, rules, policies, and procedures. Oversees the collection of documents and data in response to control agency compliance audits.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10% | E | Serves as a subject matter expert to research, respond and appeal Timely Payment of Wages claims and represent the Department at settlement conferences and hearings. Directs staff in researching and responding timely to inquiries and/or grievances received from Labor Relations, attending bi-monthly meetings reporting on status.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5%  | M | Serves as a project manager, when necessary, to develop and implement process improvements and evaluate and monitor quality and continuous improvement within OTS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5%  | M | Attend staff meetings, work groups, classroom and virtual trainings as required. Perform other related duties as assigned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

<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

This position directly supervises Personnel Specialists, Senior Personnel Specialist, Analyst I/II, Office Technicians. The position could also supervise Personnel Supervisor I or Personnel Supervisor II.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of principles, practices, and trends of public and business administration, including management and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; the manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and for maintaining a work environment which is free of discrimination and harassment; Caltrans business and operational functions, and mission, vision, values and goals; spreadsheet, database, presentation and word processing software; workforce planning methods; and national ethics and compliance standards.

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

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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; express ideas and present information clearly and logically, both orally and in writing; and effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

The incumbent is responsible for complying with the Information Practices Act (IPA) 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 DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be able to make independent decisions on a regular basis related to employee payroll, leave and benefits. Makes decisions related to the Department's position on statewide transactions issues. Use of poor judgement could affect employees' pay and benefits and cause considerable hardship to all level of employees including CEAs and Exempts.

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### PUBLIC AND INTERNAL CONTACTS

Maintains frequent contact with other State agency representatives including CalHR, SCO, and CalPERS in the area of transactions, benefits, and retirement. Work with other Caltrans employees in a cooperative manner.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard and video display terminal. The incumbent should be able to quickly adapt behavior and work methods in response to new information/priorities, and unexpected obstacles; effectively interact with many levels of people in a cooperative manner; be decisive; take appropriate actions; and complete tasks or projects with short notice. The incumbent should be able to deal effectively with pressure, maintain focus and intensity.

The incumbent shall act in a fair and ethical manner toward others and demonstrate a sense of responsibility and commitment to public service; develop new insights into situations and apply innovative solutions to make organizational improvements; create a work environment that encourages creative thinking and innovation; be willing to take risks and initiate actions that involve a deliberate risk to achieve a recognized benefit or advantage; and value cultural diversity and other individual differences in the workforce.

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### WORK ENVIRONMENT

While at their base of operation, incumbent 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.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on Caltrans's current telework policy. While Caltrans supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises

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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 |
|------------------------|------|