

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor I	OFFICE/BRANCH/SECTION Office of Strategic Information & Business Management	
WORKING TITLE Administrative Support & EDMS Branch Chief	POSITION NUMBER 913-250-4800-911	REVISION DATE 08/14/2026

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 Office Chief of Strategic Information & Business Management (SIBM), the Administrative Support & Electronic Document Management System (EDMS) Branch Chief, a Supervisor I, plans, organizes, assigns, and directs the work of technical and administrative staff responsible for delivering core operational services within the Division of Design (DOD). The incumbent provides day to day guidance, coaching, and technical direction; monitors workload distribution; and establishes priorities to ensure timely completion of assignments involving divisional administrative support, web governance, budgetary coordination, and statewide electronic document management systems, including the Project Development Records Electronic Document Management System (PDR EDMS) and the Document Retrieval System (DRS), which together support project records and archival information across all 12 districts.

The Branch Chief conducts probationary and annual evaluations, provides ongoing feedback, and supports workforce development and training requirements. The incumbent addresses performance issues, applies corrective or disciplinary actions when appropriate, and ensures consistent implementation of departmental policies and standards. The Branch Chief ensures effective statewide service delivery and compliance with departmental requirements; provides customer service and operational support to Division leadership and staff; and represents SIBM in cross divisional coordination and collaborative initiatives. The incumbent also serves as Acting Office Chief when required, maintaining continuity of operations and supporting management decision making on behalf of SIBM.

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Safety, Equity, Employee Excellence - Equity, Innovation, Integrity, Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Equity, Climate Action, Employee Excellence - Equity, Innovation, Integrity, 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 - Equity, Innovation, Integrity, Stewardship)
- **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. (Safety, Employee Excellence - Equity, Innovation, Integrity, Stewardship)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety, Employee Excellence - Equity, Innovation, Integrity, People First, Pride, Stewardship)
- **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. (Equity, Climate Action, Employee Excellence - Equity, Innovation, Integrity, 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. (Safety, Employee Excellence - Equity, Innovation, Integrity, Pride)

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- **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. (Equity, Climate Action, Employee Excellence - Equity, Innovation, Integrity, Pride)
- **Commitment/Results Oriented:** Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Employee Excellence - Equity, Innovation, Integrity, Pride, Stewardship)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
40%	E	DAY-TO-DAY STAFF SUPERVISION, COACHING, AND PERFORMANCE MANGEMENT: Provides daily leadership, guidance, coaching, and technical direction to staff performing analytical, administrative, and technical assignments within the unit. Plans, assigns, prioritizes, and reviews staff workload to ensure timely, accurate, and high quality delivery of services. Monitors workload distribution to identify imbalances early and adjusts resources to maintain service continuity. Conducts performance evaluations, provides feedback, and documents staff accomplishments and areas for improvement. Identifies employee development needs and coordinates training, mentoring, and professional growth opportunities. Addresses performance issues by initiating progressive corrective action or disciplinary measures compliant with departmental standards. Ensures accurate timekeeping, adherence to telework agreements, and compliance with attendance rules. Upholds departmental policies—including workplace conduct, safety, discrimination and harassment prevention, workplace violence prevention, and information security requirements—and models professionalism, collaboration, and accountability in all interactions. Fosters a respectful, inclusive, and supportive work environment.
25%	E	STATEWIDE ELECTRONIC DOCUMENT SYSTEMS: Plans, organizes, and directs statewide operations of the Project Development Records Electronic Document Management System and the Document Retrieval System. Establishes priorities for system functionality, archival access, record-retention compliance, and workflows. Supervises technical staff and Help Desk personnel, assigning workload to ensure support for statewide users. Directs policy development, training, communication, and statewide deployment efforts, and works with the vendor to implement improvements, maintain testing environments, conduct backups, and support software updates. Guides and evaluates district practices to maintain consistent standards for data uploads, quality checks, and workflow adoption.
10%	E	WEBMASTER & ADMINISTRATIVE SUPPORT OVERSIGHT: Provides leadership, direction, and supervision over internal and external webmasters and administrative personnel in the Division of Design. Establishes priorities for maintaining accurate, ADA-compliant web content and adherence to governance and branding standards. Supervises administrative functions such as supply procurement, property-control activities, employee recognition programs, safety awareness initiatives, and telework program coordination. Ensures customer service by coordinating and overseeing timely support for Division needs.
10%	E	TITLE VI PROGRAM SUPERVISION: Supervises the Division's Title VI Program Advisor, ensuring alignment with Civil Rights requirements. Oversees and evaluates Title VI documentation, including mandatory reports, quarterly newsletters, training participation, and compliance tracking. Supports and promotes ongoing Title VI awareness through communication, information displays, documentation standards, and staff engagement related to Civil Rights compliance.
10%	E	DIVISION SUPPORT & ADMINISTRATIVE COORDINATION: Supervises customer-service responses to Division, office, unit, program, and requests for administrative support. Duties include coordinating, reviewing, and approving service contracts, capital outlay support reports, out-of-state travel requests, and mandatory training compliance. The position monitors workload and ensures timely completion of administrative assignments.
5%	M	ACTING LEADERSHIP IN ABSENCE OF SUPERVISOR II: In the absence of the SIBM Supervisor II, leads, represents, and speaks on behalf of the office chief. Provides supervisory guidance to staff, prioritizes and directs urgent work, and ensures continuity of daily SIBM operations. Assesses operational needs, implements solutions, and informs management of critical issues affecting office performance.

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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 incumbent directly supervises multidisciplinary subject matter experts, analysts, and administrative support staff in the execution of typical duties.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

KNOWLEDGE:

Must have a thorough knowledge of project delivery functions, the budgeting process, policies, procedures, and the Department's mission, vision and strategic goals. Also, knowledge of the full life cycle of document remediation, including web content accessibility guidelines and Section 508 of the Americans with Disabilities Act (ADA).

ABILITIES & ANALYTICAL REQUIREMENTS:

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. Must be able to judge work quality and performance, interpret departmental policy and determine appropriate action, prepare complete and comprehensive reports, use good judgment for the analysis of contract resource requirements. Must be able to collaborate with all levels of management and employees. Requires responsible experience in program and information management, document management, ADA remediation concepts, contract management and administration, purchasing, and invoice payments.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent is responsible for independent action and decisions in all efforts relating to administrative support, document and business management, and strategic information. Inadequate consideration of all relevant factors could result in inefficient use of public funds as well as a loss of creditability with public agencies and the general public. Incumbent must be of sound judgment and decision-making. Consequences could be increased liability, non-uniform policy interpretation, and unanticipated damage and increased risk of jeopardizing the safety of the department and traveling public. State and/or federal funding could be jeopardized if program requirements and/or commitments under purview of this office are not met by the Department. Additionally, errors in judgment may result in inappropriate use of state resources. Poor analysis could cause additional costs to be incurred. Missing and/or non-retrievable transportation documents (i.e., As-Builts, project history files) in an electronic document management system could result in inaccurate base mapping used for the design of future projects, loss of trust of EDMS, and/or critical exposure to tort liability. Non-remediated documents posted on the Caltrans external website results in non-compliance of established standards, laws and statutes that may lead to costly lawsuits.

PUBLIC AND INTERNAL CONTACTS

The incumbent must interface and maintain continuing close contact and cooperative working relationships with Districts, Regions, Divisions, and Headquarters personnel, management, and executive staff. Contacts will involve formal and informal communications with Division Chiefs, Office Chiefs, senior management, and program staff. Collaboration with other Headquarters Executive Management and District staff will be required. Establishing close contacts and working relationships with outside agencies, organizations, and vendors is also essential.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

This position may require periodic travel to districts, an excellent state of mind, and the ability to make clear, timely judgements under pressure. It is important that employee works with others in a cooperative manner to openly discuss issues and reach consensus. The position requires the ability to multi-task, adapt to changes in priorities, and ensure completion of tasks or projects given short notice, develop new insights into situations, foster a work environment that encourages creative thinking and innovation; and to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Incumbent must also value cultural diversity and other individual differences in the workforce, be tactful, and treat others with respect. May also be required to lift, carry, and move boxes of material under 25 pounds from one location to another. Employee will occasionally bend, stoop, kneel to push or pull objects, grasp objects with fingers, stand for long periods of time, and twist the body or neck in a sideways motion, either seated or standing.

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WORK ENVIRONMENT

While at the base of operation, employee will work in a climate-controlled office under artificial light. However, due to periodic problems with heating and air conditioning, the building temperature may fluctuate. Employee may be required to sit for long periods of time using a keyboard and video display terminal. Field visits and off-site meetings, before or after hours, may be required. Overtime may be required and vacation restricted during peak times and fiscal year end closing.

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. For permanent and limited term appointments, all commute expenses to the headquartered location will be the responsibility of the selected candidate.

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