

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor I	OFFICE/BRANCH/SECTION 03/Maintenance Division	
WORKING TITLE Region Office Manager	POSITION NUMBER 903-659-4800-XXX	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 instruction and direction of a Maintenance Manager II, the Supervisor I is responsible for organizing and supervising administrative activities and staff associated with the Sunrise maintenance region located within District 3. The Supervisor I provides subject matter expertise to staff engaged in a wide variety of administrative activities including timekeeping, hiring/employment support, payroll processing and distribution, mail distribution, purchasing (including Cal-card and AMS), invoice payment, developing and processing confidential documents, holding weekly and monthly staff meetings, managing and tracking status of staff work, assures completed staff work is adhered to, coordinates with internal and external divisions to provide service to the maintenance division. The Supervisor I analyzes and provides recommendations to the Maintenance Manager II in regard to improving administrative business practices and develops and maintains office structure and procedures. The Supervisor I may help monitor and manage positions assigned to the region and produce personnel service and operating expense reports to help keep the region within budget. Oversees ordering of needed warehouse items for region business operations, conducts timely employee performance appraisals, corrects issues of poor employee performance following appropriate department protocol, monitors staff to assure work tasks are completed and on time, communicates status reports with the Maintenance Manager II daily and adheres to established organization processes, procedures and structure.

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. (Equity, Employee Excellence - Pride, Stewardship)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety - Innovation)
- **Continuous Professional Development:** Seeks to obtain knowledge and improve performance while supporting others in doing the same. (Employee Excellence - Equity)
- **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. (Equity - Equity, Integrity, 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)
- **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 - Equity, Stewardship)
- **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)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (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 - Equity)

TYPICAL DUTIES:

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

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30%	E	Ensures that all payroll and/or pay issues are processed and resolved timely in accordance with bargaining unit guidelines. Reviews, makes recommendations and provides assistance regarding region personnel matters to maintenance managers. Advises managers of employee matters and region issues that require involvement. Advises region managers on matters relating to employee complaints, employee surveys, investigates employee contract disputes/complaints, and prepares reports regarding personnel issues. Responsible for the administration of the Cal-Card and Voyager program within the field maintenance region. Oversees monthly processing and reconciliation of the CalCard/AMS packages and ensures that packages are complete and sent to headquarters accounting timely, without error. Oversee the accounting process and ensure that accounts payables are processed accurately and timely, without violation to the Prompt Payment Act. Monitors region office financial expenditures and develops monthly reports for manager level employees. Monitor position control to ensure that staffing, POB/ authorized positions and allocations are tracked and accurate. Supervise staff that produces various reports required for effective administration and tracking of resource expenditure. Trains, instructs and directs the work of subordinate staff associated with creating maintenance activity plans, cross data collection worksheets, staffing plans, and organizational charts. Supervises and directs the efforts of subordinate region maintenance clerical staff performing the full range of field clerical and administrative duties in the areas of personnel transactions, accounting, reception, mail and other services. Monitors and supervises the preparation of all region personnel documents; assigns and monitors administrative work. develops meeting agendas, holds weekly meetings with staff and maintenance managers to share information and receive feedback, documents meeting topics and posts meeting minutes for staff to view.
30%	E	Provides a wide variety of business related services to all levels of field personnel. Conduct required administrative services including expenditure tracking, personnel transaction document processing, payroll and benefit administration, time keeping, ordering materials, various contract payments, emergency contracts and cooperative agreements, and accounts payable processing. Prepares database and/or spreadsheet logs to track region performance.
15%	E	Reviews hiring data and follows up with needed information daily. Updates region statistics in regard to staffing numbers and prepares backup information and reports for region operations. Troubleshoots problems associated with input done in the region and facilitates resolution of issues impacting other administrative units. Independently researches and prepares narrative reports; independently responds to complaints and/or requests for information from various sources, or using discretion and judgment, refers to supervisor for response; insures that all region reports and correspondence are processed in a timely manner.
10%	E	Functions as a subject matter expert assisting in the development of maintenance region policy for region administrative issues. May assist with the distribution of sub-allocations to field crews, analyze and monitor organizational and region budgets, and may act as a consultant to management. The Supervisor I will work closely with the staff involved in the invoice payment/accounting process; may assist staff in the payment of invoices and procurement of goods. Oversee and ensure that all purchasing and hiring tracking logs are updated throughout the day, no later than the end of each work day.
10%	E	Responds to both routine and technical questions pertaining to policies, problems and concerns from the field employees, other agencies or departments (including external and internal), both written and verbal. This requires extensive knowledge of departmental rules, regulations and policies. Prepares staff APRs and Probation reports and updates tracking records for same.
5%	M	Assists in developing training proposals for office staff; reviews and approves training requests to insure compliance with departmental training policies and regulations; develops and coordinates presentation of training packages and materials for office personnel; prepares training guidelines for "on-the-job" training and trains administrative staff. Develops and participates in team building exercises for staff while recognizing and rewarding staff accomplishments. Evaluates employee files and updates as 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

Incumbent directly supervises Analyst II, Analyst I, and Office Technicians (OT). May directly supervise (or assist in the supervision of) temporary (injured) workers.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must possess sound knowledge and expertise in all facets of business administration, as well as, planning and financial administration, HR hiring process; must be well versed in the department's goals and objectives; must have the ability to

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work independently as a technical expert, make clear recommendations, set priorities and meet deadlines. The incumbent must have excellent analytical, managerial, and organizational skills; must have the ability to quickly acquire a thorough knowledge of the latest recruitment and personnel processes, as well as the organizational and functional composition of the division; must possess excellent interpersonal skills and work cooperatively with managers and staff at all levels; must possess excellent communications skills, both orally and in writing.

This individual must possess knowledge of the principals of accounting, principals of organization and management, research techniques and statistical principals and procedures; knowledge of departmental policies and procedures, and a working knowledge of effective and efficient office administration while producing quality completed staff work and maintaining morale and discipline.

Incumbent must be able to perform detailed and careful reviews of requests to ensure resource levels are consistent with the region office work priorities and make appropriate decisions. Through subordinate staff, this individual reviews, analyzes, evaluates, prepares and processes purchase documents. Incumbent conducts work measurement analysis to help develop performance standards.

Ability to successfully lead and supervise groups of individuals, including mentoring, guiding and training team members. Provide excellent oral and written communications. Ability to foster a teamwork and customer service work environment. Knowledge and proficiency in the use of personal computers and standard office software (i.e. Outlook, Word, Excel, Smartsheet, and PowerPoint.)

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The decisions made by the Supervisor I must be carefully thought out to assure that established policies and procedures are maintained. This position makes decisions that have an impact on the maintenance region in District 3. The incumbent is responsible for ensuring that clear and concise instruction and direction is provided to region office staff to assure the best outcome of completed staff work and to assure that work tasks are performed timely and within deadlines. Failure to do so could result in costly overruns and severe impacts to our fiscal solvency. In this capacity, the position must make diplomatic decisions consistent with State policy. Improper decisions could result in deadlines not being met and monetary loss to the region, employees, other district programs and the State.

PUBLIC AND INTERNAL CONTACTS

The Supervisor I has frequent contact with the Maintenance Region Manager(s), Supervisor I, Maintenance Area Superintendents, District and Headquarter representatives, Maintenance Supervisors and Maintenance Field staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time while using a keyboard and video display terminal or traveling in a vehicle to other locations; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally; and must be able to work independently.

WORK ENVIRONMENT

Work will be performed in a climate-controlled office under artificial light.

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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