

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Supervisor I	OFFICE/BRANCH/SECTION Workers Comp & Disability Management / Dis Managment	
WORKING TITLE Branch Chief	POSITION NUMBER 702-015-4800-016	REVISION DATE 08/18/2026

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 Office Chief, a Supervisor II, the Branch Chief leads the team responsible for Caltrans' Reasonable Accommodation (RA) and FMLA/CFRA programs. The Branch Chief manages technical staff, oversees day-to-day program operations, and supports the accurate, consistent, and timely handling of cases. The Branch Chief provides guidance to employees and managers, helps resolve complex issues, interprets applicable laws and policies, and works with other Caltrans programs and control agencies to support Caltrans' legal and operational responsibilities. The Branch Chief is expected to build a positive, collaborative team environment and support the Division's mission, goals, and commitment to quality service.

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 - Innovation, Pride)
- Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - Innovation, Integrity, Pride)
- Initiative**: Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Employee Excellence - Innovation, Pride)
- 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 - Equity, Innovation, Integrity)
- Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Pride)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Equity, 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. (Employee Excellence - Integrity, People First, Pride)
- Forward Thinking**: Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Employee Excellence - Innovation, Pride, 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, Integrity, Pride)

TYPICAL DUTIES:

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

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40%	E	STAFF LEADERSHIP & DEVELOPMENT Leads, develops, and manages staff to ensure the branch has the skills, resources, and performance needed to meet program objectives. Provides direction, establishes clear expectations, promotes teamwork, and monitors work quality and performance. Identifies training and development needs, provides coaching and feedback, completes required performance evaluations, and addresses performance concerns using appropriate performance management practices. Supports recruitment, hiring, and onboarding of new staff and consults with the Office Chief on significant employee performance and progressive discipline matters. Guides staff in developing and maintaining procedures, forms, and other program materials and recommends improvements to policies and processes.
40%	E	PROGRAM MANAGEMENT & OVERSIGHT Manages and oversees Caltrans' Reasonable Accommodation (RA) and FMLA/CFRA programs. Directs and coordinates staff work related to request intake, case management, documentation, and case resolution to ensure work is timely, accurate, consistent, and compliant with applicable requirements. Provides guidance to employees, supervisors, managers, and executives on RA and FMLA/CFRA matters, including complex or sensitive cases, and consults with the Caltrans Legal Division as needed. Serves as Caltrans' subject matter expert on RA and FMLA/CFRA issues and represents the Department, as needed, at administrative hearings, depositions, trials, and other proceedings. Reviews requests and medical information, interprets and applies applicable laws, regulations, policies, and procedures, and ensures cases are appropriately documented and tracked. Supports the development and delivery of program training, participates in statewide coordination efforts, and keeps management informed of complex or escalated issues that may affect Caltrans. FMLA/CFRA statutory requirements. Works with the Office Chief, Caltrans Legal Division, Headquarters Division Chiefs, Deputy District Directors of Administration, and other partners to evaluate RA and FMLA/CFRA policies and practices and identify opportunities to improve compliance and program effectiveness. Analyzes complex issues, develops strategies and recommendations for management, and supports the implementation of approved changes. Monitors changes in laws, regulations, and departmental requirements and helps ensure program practices remain aligned with current requirements.
15%	E	PROGRAM SUPPORT & SPECIAL PROJECTS Prepares, maintains, and reconciles program data and reports and uses available information to monitor program performance and identify trends or issues. Identifies program-related problems, develops, and implements solutions. Provides backup support to other Branch Chiefs as needed. Reviews legislation, policy guidance, and direction from control agencies and advises management about their potential impact on Caltrans. Represents Caltrans on statewide committees, task forces, and continuous improvement teams when requested and participates in special projects, workgroups, and other department-wide initiatives.

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 Branch Chief supervises staff who perform disability and leave management functions related to the Americans with Disabilities Act (ADA), the Fair Employment and Housing Act (FEHA), and FMLA/CFRA. The position provides direction, assigns and monitors work, supports employee development, and provides staff the guidance and resources needed to facilitate responsible and effective job performance.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS
The Branch Chief must have a working knowledge of federal and state laws, regulations, and practices governing RA and FMLA/CFRA, including the interactive process, fitness-for-duty matters, as well as best practices related to case management and documentation. The position requires an understanding of how Caltrans is organized and operates and how the Department works with control agencies. The Branch Chief must also understand the principles and practices of public and business administration, including personnel management, personnel records, classification and pay, labor relations, employee supervision, employee development and training, and Caltrans policies and procedures related to safety, health, and equal opportunity. The Branch Chief must be able to analyze complex issues, identify relevant information, and develop practical and appropriate solutions. The position requires the ability to provide sound advice and make fair and consistent decisions involving Workers' Compensation, RA, and FMLA/CFRA matters. The Branch Chief must be able to interpret and apply laws, regulations, control agency guidance, departmental policies and procedures, and collective bargaining agreements. The position also requires the ability to build and maintain effective working relationships with employees, managers, Caltrans programs, control agencies, and other partners. The Branch Chief must be able to use standard computer applications, including word processing and spreadsheet programs, maintain and update databases, analyze information, and communicate clearly and effectively in writing and verbally.

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RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Branch Chief is responsible for making recommendations and decisions that can significantly affect Caltrans employees, program operations, legal compliance, and Caltrans' financial and operational interests. Effective judgment is particularly important when evaluating complex cases, interpreting requirements, advising management, and determining appropriate courses of action. Poor judgment, inaccurate analysis, or incomplete information could affect Caltrans' ability to provide quality services and could adversely affect relationships with control agencies, courts, and labor unions, and other stakeholders. Errors could result in financial losses ranging from hundreds to millions of dollars, as well as legal, operational, or reputation consequences. The position has access to highly sensitive and confidential employee information, including Social Security numbers, medical information, employment history, education, financial information, and other protected information. The Branch Chief is responsible for protecting this information and complying with the Information Practices Act and other applicable confidentiality requirements. Failure to protect confidential information could result in employee grievances, lawsuits, disciplinary action, damage to the Department's reputation, or other significant consequences.

PUBLIC AND INTERNAL CONTACTS

The Branch Chief works with employees and managers at all levels of Caltrans, consultants, private-sector organizations, and representatives of state control agencies. The position requires the ability to work cooperatively with others, communicate effectively, and build and maintain professional relationships. The Branch Chief must be able to work with individuals who may have different perspectives, priorities, or interests and must approach difficult or sensitive situations with professionalism, tact, and respect.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The position requires the ability to use computer equipment and perform desk-based work for extended periods. The incumbent may occasionally bend, stoop, kneel, push, pull, grasp, or stand for extended periods. The position may also require moving training materials, manuals, or other equipment and attending meetings or training sessions outside the normal work location. The Branch Chief must be able to manage a demanding workload, adjust priorities as circumstances change, and complete assignments or projects with short notice when necessary. The position requires sustained mental activity for analysis, problem solving, reasoning, and decision making and the ability to work effectively under pressure. The position also requires the ability to manage emotionally charged or difficult situations calmly and professionally. The incumbent must be able to consider individual circumstances, respond appropriately to employee and customer needs, maintain effective working relationships, and communicate with tact, professionalism, and respect.

WORK ENVIRONMENT

This position is eligible for telework in accordance with Caltrans policy. When working in the office, the incumbent will generally work in a climate-controlled environment with artificial lighting and in a cubicle. The position will periodically require attendance at meetings and training sessions which may require travel and could involve exposure to dirt, noise, uneven surfaces, and extreme heat or cold.

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
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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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