STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Supervisor I	District 4 Maintenance Administration	
WORKING TITLE	POSITION NUMBER	REVISION DATE
Maintenance Personnel & DCC Manager	904-660-4800-XXX	May 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 general direction from the Office Chief, a Supervisor II, for District 4 Maintenance Administration, the Supervisor I shall oversee Maintenance Administration personnel/administration transactions and the District 4 Communications Center (DCC). The incumbent shall oversee an administrative team working on the day-to-day operations of Maintenance's personnel transactions including, employee recruitment, retention, property control, records management, and procurement. The incumbent shall also oversee the 24/7/365 District Communications Center (DCC). The incumbent works closely with Division management to ensure the completion of milestones and project future milestones for recruitment and retention. Incumbent works closely with District Business Management office to validate vacant/filled positions and maintain Maintenance's procurement efforts, including routing of documents to secure concurrence from Division Management. The incumbent shall work closely with HQ Human Resources and external stakeholders, including local community groups, to plan D4 Maintenance's participation in hiring events and community outreach efforts, such as town halls and community events. Travel within District may be required to attend local recruitment events and hiring fairs.

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. (Employee Excellence - Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Employee Excellence - People First)
- **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 - Equity)
- **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)
- **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 - Stewardship)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Employee Excellence - Integrity)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Prosperity - Equity)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - People First)

TYPICAL DUTIES:

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

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35%	E	Maintenance Hiring and Recruitment - Personnel Management: Assist with the development and monitoring of the Maintenance Administration staff that provide a wide-variety of business services to the regional service managers, area supervisors, superintendents, district directors, headquarter, and program managers. Responsible for training and managing of Maintenance PY resources to adequately respond to needs as they arise. Assures that all levels of services are maintained. Monitors and supervises the preparation of all hiring packages for Maintenance region positions including duty statements. Develops employee hiring plans.
30%	E	Oversees Maintenance's operations of the 24/7/365 District Communications Center (DCC), including emergency response scenarios. Manages and prioritizes the work of supervisory staff and dispatchers. Ensures 24/7 staffing, including during emergency response coordination. Provides oversight and guidance to staff in support of the Department's priorities. Develops complex policy reports such as tow logs and incident reports. Troubleshoots technical issues. Provides guidance to Division and District Management of transportation trends. Develops the ongoing 24/7/365 staffing/shift calendar. Develops desk manual. Establishes and maintains inter-agency coordination with internal partners including Traffic Management, and Construction, and external partners, including California Highway Patrol (CHP), Bay Area Toll Authority, 511.org (Travel Information), local fire and police departments and tow service companies. Develops procedures and policies to improve emergency response coordination. Maintains District Call-Out contact listing and distributes roster in a timely manner.
10%	E	Oversees District 4 Maintenance's abatement processes to recoup financial costs of repairs caused by accidents on the State Highway System. Oversees the development and maintenance of spreadsheets that capture damages on the state highway system by using Integrated Maintenance Management System (IMMS). Coordinates with Regional Managers to ensure that forms are submitted in a timely manner to catalog incidents and ensure that funds are recouped.
10%	E	Maintenance Position Management Liaison: incumbent is responsible to work with District Business Management office to plan, coordinate the usage of Maintenance positions throughout the fiscal year. Maintains accurate records of Persons on Board (POB). Makes recommendations for usage of positions throughout D4 Maintenance. Makes presentations regarding the status of vacancies and POB to internal offices, including Regional Offices and Office Chiefs.
5%	E	Procurement - RQS Purchase Orders - Routing: Incumbent shall oversee procurement for District 4 Maintenance. Ensures RQS supporting documents are routed for concurrence/approval. Works with District Business Management office to forecast Personnel Dollars (PS$) expenditures, including Departmental and District bulk orders. Prepares presentations that shows Personnel Dollars expenditures to make recommendations.
5%	E	Serves as point of contact for D4 Maintenance organization charts for the division and regional offices by maintaining and tracking all changes in the D4 Mainteanance. Consult with IT and divisions to update intranet web pages. Track employee training compliance. Develop logistics for Maintenance meetings in State facilities and public facilities, including libraries and schools; Identify resources to secure payments for said facilities.
5%	M	Records Retention Liaison: Incumbent is responsible to assist with overseeing the District 4 Maintenance Records Retention Schedule and adhere to the policies and procedures implemented by the Department. Serves as D4 Maintenance point of contact for the records management efforts by ensuring records are documented, retained, and destroyed in accordance with California Department of Transportation (Caltrans) policy and the Records Retention Schedule. Evaluates the adequacy of internal controls; provides written documentation of results; and makes recommendations to improve efficiency and effectiveness of business processes. Maintains, archives, and purges files in compliance with the Caltrans Records Retention Schedule for documents stored at various Maintenance locations throughout the District. Travel within the District may be required.

[1]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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

The incumbent directly supervises staff and may be asked to act in the absence of the Office Chief, Maintenance Administration.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have comprehensive knowledge of the laws, rules, policies and procedures related to Caltrans Personnel Management. Must have an understanding of the department's mission, vision, goals, and objectives, and have the ability to provide direction in accomplishing them. Must be able to reason logically and use analytical skills to resolve complex issues in regard to personnel management, including, hiring, recruitment and outreach, procurement processes, property control, and records management . Must thoroughly understand the practice and principles of supervision and management and possess the ability to effectively communicate and train others. Required to analyze, mediate, and solve difficult problems regarding compliance with Federal and State laws, policies, procedures and directives. The incumbent will develop legal technically sound alternatives and solutions, which may include recommendations and changes in business operation. The incumbent must be able to develop, implement and direct effective administration and office procedures. This position requires a high degree of expertise in many areas dealing with personnel management and procurement. Must have the knowledge of general business practices; the principles and techniques of human resources; State and Federal laws related to employee rights and benefits; and the principles of personnel management. Must be able to evaluate and consider all factors and effectively develop action to react to any changes. Must be able to communicate effectively, both orally and in writing. Open communication is critical with District and Headquarters management and staff. Must have the ability to analyze data, develop and evaluate alternatives. Must possess the ability to express and present ideas and information effectively, develop and maintain good working relationships with management, staff, the general public, and community organizations. Must have the ability to make presentations, use of good judgment for project analysis and be able to handle multiple priorities. Must have the analytical skills to handle a variety of personnel and management problems. Must be able to analyze situations in an impartial in manner, develop alternatives and recommend an effective course of action. Should be familiar with modern technology and its application in the Department. Requires extensive knowledge of Equal Employment Opportunity, policies, procedures of public administration and education, techniques of preparing producing and disseminating information. Must have excellent communication skills and present ideas and information effectively, both in oral and written formats; must be able to present the Department effectively in a variety of complex and sensitive environments. Must be able to develop and maintain collaborative relationships with internal and external customers; handle sensitive and confidential information; conduct investigations; prepare and deliver presentations to small and large groups; act in a lead capacity; prepare clear, concise reports with meaningful statistical data; be proficient in using a computer with programs such as Word, Excel, Access, etc. Ability to analyze various situations that arise and determine an effective course of action. Must be able to prioritize workload to meet deadlines. Analytical skills are necessary in order to research and accurately apply appropriate laws, rules and policies and make sound recommendations. Must be able to reason logically and creatively and utilize a variety of analytical techniques in developing realistic conclusion and effective solutions to complex problems. Must be able to recognize potential programs and initiate or make recommendations for corrective measures. Must be able to research, analyze and make recommendations on a broad range of general administrative issues and problems. Must be able to negotiate settlement of complex issues to the satisfaction of all parties. Must have comprehensive knowledge of the Department's entire development and control process, including principles of administration, organizational and management practices. Must have knowledge of the basic concepts and principles of accounting and cost control of financial administrative and state government to develop recommended actions, strategies, and local operating procedures and policies in response to legislation and new policies.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Must be receptive to sudden change and apply initiative to incorporate changes and resolve problems with minimal disruption to the District. As a HQ liaison, must maintain excellent working relationships with other managers to assure reputation and credibility of the District remains impeccable. With minimum direction, the manager makes decisions, counsels, mediates, negotiates and provides advice on personnel management, including recruitment and external outreach support with local community groups. Poor judgment and errors in decisions could cost the state substantial sums of money in legal defense as well as time and inconvenience. This position requires a Livescan background check and security clearance from the California Highway Patrol.

PUBLIC AND INTERNAL CONTACTS

Partnership, collaboration, and effective communication with all employees at all levels within the District and Headquarters is essential. Meets regularly with all Maintenance employees and HQ programs to convey information regarding D4 Maintenance recruitment efforts, persons on board as well as recommended actions to resolve sensitive issues. Must be prepared to respond to individuals from diverse backgrounds. This position works in collaboration with the Maintenance Budgets Branch Chief to ensure completion of tasks.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may need to sit for long periods of time using a keyboard and video display monitor; think critically and analyze a range of issues; balance many ongoing assignments and re-prioritize work quickly to respond to more urgent assignments as needed; foster a diverse, creative, and innovative work environment; and develop and maintain cooperative working relationships. This position can occasionally involve stressful, interpersonal conflict situations, demanding situational

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management and mediation skills.

WORK ENVIRONMENT

This position requires a LIVESCAN background check. While at their base of operation, employee will be required to work in a climate-controlled office, under artificial light and potentially fluctuating building temperatures. Travel within the district and state of California, before or after hours may be required. This position shall adhere to the Department's directions on the usage of the telework.

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

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