

CHIEF OF STAFF (TLC)

General Statement of Duties and Responsibilities

This is a management class of positions.

Under the executive direction of the of the Commissioner with extensive latitude for the exercise of independent initiative and judgment, serves as confidential assistant to the Commissioner on matters of a sensitive or policy-making nature.

These positions are responsible for planning and coordinating projects and studies relevant to the agency operations on behalf of the Commissioner; Prepares detailed analyses of current conditions, while identifying optimum methods for effecting needed policy modifications; Monitors and coordinates implementation of executive directives by the agency's various divisions and resolves difficulties experienced by operating divisions in the implementation of agency policy; Provides guidance and problem-solving solutions where warranted and advises the Commissioner regarding intergovernmental matters and their impact on Agency operations; Manages the processing of all customer service and elected officials' requests, inquiries, and complaints pertaining to transportation issues; Performs complex research and prepares detailed summary, progress and tracking reports; makes key recommendations for the advancement of desired legislation at the federal and state levels; Represents the Commissioner at meetings with division heads and executive management regarding implementation of special projects.