

## DUTY STATEMENT

Employee Name: Vacant	Position Number: 580-630-4800-909
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Performance Improvement Specialist	Work Location: 1500 Capitol Ave, MS 7610 Sacramento, CA 95814
Collective Bargaining Unit: E48	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Environmental Health/Division of Radiation Safety and Environmental Management	Branch/Section/Unit: Radiologic Health Branch

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

### Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

### Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by optimizing technical and administrative functions within the Radiologic Health Branch.

Under the general supervision of the Environmental Manager II, the Staff Services Manager (SSM) I (Specialist) serves as a highly skilled, independent subject matter expert to provide high-level technical assistance, consultation, and coordination for the branch. The SSM I (Spec) works independently to identify and develop solutions for sensitive program needs and elements, assists in

developing policies and procedures and presents actionable insights to improve organizational performance. This position plays a critical role as project lead, responsible for monitoring the overall direction of projects, assisting in setting deadlines, assigning responsibilities, and monitoring and summarizing progress of projects.

### Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

### Essential Functions (including percentage of time)

- 35% Serve as a highly skilled, independent subject matter expert providing high-level technical assistance, consultation, and coordination on a variety of complex projects and administrative drills. Oversee and organize the overall trajectory of projects and drills, ensuring timely delivery by assisting in setting deadlines, delegating tasks, and closely monitoring the development and completion of deliverables. Provide progress reports that detail the status of deliverables, milestones achieved, and any challenges encountered. Offer guidance to key participants, analyze data to inform future deliverables, and produce/review time-sensitive documents for both internal and external stakeholders. Projects include but are not limited to the following areas of focus:
- Legally Binding Request Updates - Review and update LBR's (quasi regulations) in consultation with internal and external stakeholders and regulatory agencies/committees.
  - Website Modernization - Review and update website with meaningful content in collaboration with internal and external stakeholders and regulatory agencies/committees.
  - Metrics - Develop and update metrics in collaboration with internal and external stakeholders and regulatory agencies/committees.
  - Online Applications -Transition from paper to electronic applications in collaboration with internal and external stakeholders and regulatory agencies/committees.
  - Online bill payment - Transition to online bill payment in collaboration with internal and external stakeholders and regulatory agencies/committees.
  - Delinquent Fees - Develop process in consultation with OLS and the DAG to address delinquent fees to be used in Superior Court.
  - Safeguarding Radioactive Materials - Develop process in consultation with OLS and the DAG to address non-compliant licensees to be used in Superior Court.
- 30% Lead and manage branch-wide systematic continuous performance improvement efforts across all program areas. Conduct detailed analyses of work processes, identify bottlenecks, and evaluate staff workload to ensure optimal resource allocation. Leverage data analytics and employ systematic evaluation techniques to pinpoint areas where processes can be

streamlined or enhanced. Develop and recommend strategies for process improvements, including the integration of new technologies, redesigning workflows, and implementing best practices. Apply effective change management strategies to facilitate the acceptance and implementation of improvements, ensuring a smooth transition and minimizing resistance. Collaborate with various stakeholders to gather insights and feedback, and to persuade and guide the implementation of proposed changes. Enhance productivity, reduce operational costs, and improve overall organizational performance, ensuring that resources are utilized efficiently and effectively.

20% Assist in drafting, analyzing, and updating organizational policies, procedures, operating standards, budget change proposals, regulatory packages, and bill analysis, ensuring they reflect current regulations and best practices. Ensure compliance with state and federal mandates as well as internal initiatives. Collaborate with various stakeholders to refine these documents, enhancing their applicability and effectiveness across the organization. Communicate changes and train staff, ensuring seamless adoption and compliance with these updated documents.

10% Collaborate with and represent the branch at various legislated oversight and governance committees/boards, professional organizations, academic institutions, and stakeholders. Research and implement procurement and contract activities, as well as interact and support RHB activities with Human Resources, Information Technology Services Division, Office of Legal Services, and/or Accounting, as dictated by needs and requirements. Provide expertise required to address challenging budget, contractual or procurement issues and adeptly respond to the most complex and sensitive inquiries. Engage in in-depth research to gather pertinent facts for decision-making and recommendations.

**Marginal Functions (including percentage of time)**

5% Performs other duties as required.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

**HRD Use Only:**  
 Approved By: J.F.  
 Date: July 2024