

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 9/2019)

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Classification Title	Board/Bureau/Division
Staff Services Manager II (Supervisory)	Bureau of Automotive Repair (BAR)
Working Title	Office/Unit/Section/Geographic Location
Licensing & Records Management Manager II	Licensing Program & Records Management Program/Rancho Cordova
Position Number	Name and Effective Date
646-100-4801-001	

General Statement: Under the direction of the Deputy Chief, Licensing, Administration and Consumer Assistance Division, the Staff Services Manager (SSM) II is responsible for the direct supervision of two Staff Services Manager Is and the overall management of the Licensing Program and Records Management Program. Specific duties include, but are not limited to the following:

A. **SPECIFIC ASSIGNMENTS** [Essential (E) / Marginal (M) Functions]

45% (E) Management Oversight for the Licensing Program and the Records Management Program

Supervise subordinate managers and staff, and maintain the administration and implementation of BAR specific programs related to statewide licensing operations (such as automotive repair dealerships, smog check technicians, vehicle safety technicians, etc.) and other related functions as they relate to consumer protection and safety. (15%)

Oversee, provide, implement, and enforce departmental policies and recommend procedural changes, including strategic workforce plans and action plans for critical special projects in support of BAR's mission and goals for the Licensing Program and Records Management Program to ensure program operations are in compliance with state and federal laws, rules and regulations.

Supervise the SSM Is workload performance on an on-going basis. Recommend process changes to subordinate managers, supervisors, and staff to ensure that accurate and timely information is relayed to potential licensees/registrants, and consumers regarding the application process and utilizing online and printed materials. (15%)

Develop and distribute the Licensing Program and Records Management Program work assignments, ensure performance standards and expectations are well defined across work units; prepare and monitor program standards and guidelines for the purposes of supervising and evaluating subordinate managers, supervisors, and staff. (15%)

25% (E) Management Consultation

Advise and consult with executive staff regarding the interpretation of policy in order to respond to complex, technical and sensitive inquiries regarding BAR's policies, and procedures, including requests from the Department and other state agencies regarding BAR Licensing and Records Management Program legislation, communication, and outreach. Provide technical expertise regarding proposed program changes and participate in all other policy discussions to make operational decisions on behalf of BAR management; provide the Chief and Deputy Chief with technical administrative policy recommendations. Review and edit proposed legislative analyses and consult with executive staff on its impact or potential impact to BAR. Monitor and consult with executive staff on budget related issues including revenues, expenditures and fiscal requirements or impacts to BAR's budget. In the absence of the Deputy Chief, the SSM II is responsible for making decisions on his/her behalf in regard to the Licensing Program and Records Management Program.

15% (E) Administrative Consultation

Provide technical consultation to the department, supervisors and other government agencies as they relate to the operations of BAR for program and technical support; on issues of mutual concern regarding policies, priorities, and strategic goals of the Bureau. Coordinate and consult with various government agencies and trade organizations regarding administrative processes and regulations that may impact the Bureau. Review, recommend, and implement improved work processes and procedures for the Licensing Program and Records Management Program. Develop comprehensive and assertive management actions to offset the potential for existing adverse effects on consumers. Consult with BAR Deputy Chiefs, manage resources to develop and implement new and continuous improvement strategies to ensure the Bureau meets and exceeds client expectations and is operating efficiently and effectively.

10% (M) Meeting Representative

Attend staff meetings related to the program operations of BAR. Attend management meetings and may represent the Chief and/or Deputy Chief at meetings; represent BAR at conferences; maintain a working relationship with other Department of Consumer Affairs (DCA) divisions and other state agencies.

5% (E) Conflict Resolution

Resolve conflicting priority requests within the Licensing Program and Records Management Program. Work with staff to resolve problems; develop plans of action to achieve commitments for service.

B. Supervision Received

The incumbent receives general direction from the Deputy Chief (CEA-A), Licensing, Administration and Consumer Assistance Division.

C. Supervision Exercised

The incumbent directly supervises a subordinate staff consisting of Staff Services Manager I's. The incumbent will be the second level supervisor to analytical staff, supervisory staff, and clerical staff; as well as third level supervisor to Program Technician staff and clerical staff.

D. Administrative Responsibility

The incumbent is responsible for managing the staff and fiscal resources of the Licensing and Records Management Units.

E. Personal Contacts

The incumbent has daily contact with BAR management and staff, as well as the Chief and Deputy Chiefs. This position has frequent contact with the Department's administrative management staff, Legislative staff, and Legal office. The incumbent will have occasional contact with staff from the Legislature, control agencies, other state agencies, and contractors.

F. Actions and Consequences

Failure to properly oversee Licensing and Records Management Program staff and the Licensing Program could result in poor or unacceptable services that would adversely affect the Bureau's ability to meet its goals and objectives. Failure to properly perform these duties could result in the dissemination of inaccurate information to management, the Director, and other interested parties, and the recommendation of incorrect policies and procedures to management.

G. Functional Requirements

No specific physical requirements are present. The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office, in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

This position requires a sound knowledge and understanding of State business services and personnel processes, good work ethics, diplomacy, excellent leadership, and excellent communication/interpersonal/organizational skills.

Conflict of Interest

This position is subject to Title 16 section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to complete a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

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

Supervisor Signature

Date

Printed Name

Revised: 11/2023