

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 25499	DGS OFFICE or CLIENT AGENCY Office of Business and Acquisition Services	
UNIT NAME Business Services	REPORTING LOCATION 707 3rd Street, West Sacramento, 95605	
SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 a.m. - 5:00 p.m.	POSITION NUMBER 306-030-4800-007	CBID S01
CLASS TITLE Staff Services Manager	WORKING TITLE	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under general direction of the Staff Services Manager (SSM) II, the Staff Services Manager I (SSM I) in the Administration Division, Office of Business and Acquisitions Services (OBAS) will oversee the operations of DGS' business services. The SSM I is responsible for the administration of DGS' Property Inventory Management Program and DGS' Mobile Device and Services Program and provides direct supervision and day-to-day oversight to Business Services (BS) staff regarding mail room services and facilities management services at DGS headquarters (Ziggurat Building).

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Oversees the daily operations of the Business Services (BS) team by reviewing queues, worklists and other data reports to analyze workload and distribute work appropriately; directs the procurement and contract administration for departmental goods and services in support of DGS programs, and develops and implements policies and procedures for BS staff to carry out day-to-day activities to ensure request are processed timely, maintain consistent business services support, timely, effective, and positive customer interactions in accordance with DGS Manual, DGS and OBAS policies and procedures.
20%	Serves as the liaison between DGS and the building manager by conducting day-to-day observation of the operations and condition of DGS headquarters' building in order to initiate and facilitate projects, and maintain and improve tenant facilities; provides health and safety support to the DGS Health and Safety Officer (HSO) by collaborating with the HSO on departmental activities and participating in drills and emergencies in order to promote health and safety to ensure DGS workplace safety standards are met, a safe, functional and satisfactory work environment, utilizing all applicable laws and policies, DGS Manual, and State Administrative Manual.
20%	Supervises, directs, develops, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, reviewing and approving or denying

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 Current Proposed

PERCENTAGE	DESCRIPTION
	time sheets, managing requests for time off while maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and staff development plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, take corrective action as necessary, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing the Project Accounting and Leave system, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, as well as State Personnel Board and California Department Human Resources' laws, rules and regulations.
15%	Coordinates with key program contacts regarding the most complex and sensitive customer needs and/or challenges by communicating and collaborating at the staff and/or management level in order to resolve customer concerns, and to ensure customer satisfaction with timely resolution utilizing DGS and OBAS policies and procedures, DGS Manual, and State Administrative Manual.
10%	Administers DGS' Property Inventory Management Program and DGS Mobile Device and Services Program by analyzing, resolving issues, reviewing assets reports to ensure compliance with OBAS policies and procedures, State Administrative Manual, DGS Manual, Management Memos, State Contracting Manual, Telecommunication Management Manual and CA Department of Technology information security protocols.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Participates in quality work teams as they relate to OBAS and DGS by remaining current on all policies and processes governing or impacting DGS businesses utilizing Microsoft Office Suite, calendar of events, Internet resources, and various forms of communication with peers and management, in order to resolve issues, re-engineer processes, and develop training as requested by management to ensure continued maintenance and enhancement of processes.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Fast-paced work environment with competing priorities.

Daily and frequent use of personal computer and variety of office software applications.

May be required to move about the building.

May require physical work; climbing stairs, reaching, stretching, bending, kneeling, heavy lifting, moving, pushing or pulling required of objects up to 50 pounds.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED