

Department of Consumer Affairs
Position Duty Statement
HR-41a (new 7/2015)

Current

Classification Title	Board/Bureau/Division
Staff Services Manager II (Supervisory)	Bureau of Security and Investigative Services
Working Title	Office/Unit/Section / Geographic Location
Enforcement Chief	Enforcement Program
Position Number	Name and Effective Date
625-100-4801-003	

General Statement: Under the general direction of the Assistant Chief (SSM III), the Staff Services Manager II (Supervisory) (SSM II) oversees the work of the Bureau's Enforcement Program and is responsible for the overall day-to-day management and operations of the Bureau's Enforcement Unit, Complaint Intake and Complaint Resolution Unit and Disciplinary Review Unit, including overseeing the most sensitive and high profile investigations, direct management of Enforcement, Complaint Resolution and Disciplinary Review Unit's Staff Services Manager I's. The SSM II also directly oversees investigations carried out by the Special Investigators in the Bureau's Enforcement program. Duties include, but are not limited to the following:

A. Specific Assignments [w/Essential (E) / Marginal (M) Functions]

50% Supervision (E)

- Manage Bureau staff in the Enforcement Unit, Complaint Intake and Complaint Resolution Unit and Disciplinary Review Unit via three subordinate Staff Services Manager I's. Conduct one-on-one meetings with the Bureau Enforcement Program Managers to discuss operations, productivity, backlogs, personnel management issues, or any concerns managers may have about day-to-day operations of their respective Units. Conduct performance evaluations for subordinate management and counsel as required. Approve staff performance evaluations prepared by subordinate managers and assist in the counseling of staff as required. Coordinate the implementation of new and revised policies and procedures that are initiated by the Chief and/or Assistant Chief affecting the three direct units and/or Bureau-wide. Participate in the recruitment and selection of subordinate management and staff. (25%)
- Manage and provide general oversight and direction to three subordinate Staff Services Manager I's and unit staff on special projects and highly sensitive investigations within the scope of the Enforcement Program. Directly oversee the investigations carried out by the Special Investigators. Provides direction and reviews investigative reports. Works with local law enforcement jurisdictions and manages the Bureau's involvement in joint investigations with other agencies. Prepares and signs off on administrative citations. (25%)

50% Program Management (E)

- Plan, implement, direct and evaluate the Enforcement Program staff's activities to ensure that the Bureau is compliant with BSIS laws, requirements, goals and objectives. Assist in directing staff in preparing enforcement reports and analyze data to evaluate workloads to ensure business processes are adequate. Oversee data analysis for annual reports, workload analysis and budget change proposals. As a subject matter expert, provides assistance to the Policy and Administration staff on legislation and regulations related to the Bureau's enforcement and disciplinary activities. Provide insight to the Administration and Policy Unit to further BSIS-related goals and objectives. (30%)

- Respond to the most complex inquiries regarding laws related to enforcement and disciplinary activities. Interpret statutes, regulations, policies and procedures and illicit legal opinions when necessary. (10%)
- Assist in the development and implementation of the business strategic plan for the Bureau which outlines the goals the Bureau seeks to accomplish in the future; develop and implement new and continuous improvements for the Bureau as Business and Professions Codes and Regulations pertaining to BSIS change or are updated or as internal processes are changed. (10%)

B. Supervision Received

The SSM II is under the general direction of the Assistant Chief (SSM III)

C. Supervision Exercised

The SSM II supervises Special Investigators and Staff Services Manager I's within the Bureau, who supervise approximately moderate number of subordinate professional and technical staff.

D. Administrative Responsibility

Responsible for delegating, monitoring, and providing administrative general direction concerning the workload of the subordinate SSM I's and Special Investigators.

E. Personal Contacts

The SSM II is required to maintain a positive, professional working relationship with members of the industry, other state and federal agencies, persons and entities regulated by the Bureau, and staff from the Bureau and the Department of Consumer Affairs. The SSM II has daily contact with peers, employees of DCA boards/bureaus and other governmental agencies and local authorities; the general public, departmental applicants and/or licensees; DCA Executive Office staff and Officers; DCA Division of Legislative and Policy Review, DCA Office of Legal Affairs.

F. Actions and Consequences

Should the SSM II not effectively perform the duties outlined above, the Bureau will be in violation of the Government Code, the Business and Professions Code and other mandates and controls governing the Bureau. Failure to properly manage Bureau staff and staff workload could cause serious repercussions to the operation of the Bureau. Disruptions or miscommunications within the Bureau could allow for incorrect information to be relayed to industries regulated by the Bureau, which may lead to individuals or industry groups initiating complaints with the Governor's Office or DCA's Executive Office. An abundance of complaints against the Bureau could cause the Governor's Office to inquire with DCA's Executive Office about the management of the Bureau, necessitating the administrative intervention of the DCA Director to oversee the management of BSIS. The need for such intervention could substantially harm the reputation and credibility of the Bureau and shed a poor light on DCA as a whole.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone are essential. Sitting and standing requirements are consistent with office work. The SSM II may occasionally be required to travel via airplane or via ground transportation (e.g., car). Computer work is not typically heavy or repetitive. The SSMII must possess the ability to work effectively under changing priorities and highly sensitive issues and/or matters, and gain the cooperation and confidence of others. Regular attendance and punctuality are an essential part of this job.

H. Other Information

It is essential that the SSM II effectively use tact and diplomacy while supervising staff in the unit. The SSM II must also possess good judgment, good interpersonal skills, good communication skills and problem-solving skills. As the Enforcement Chief, the SSM II position requires a high level of confidentiality and discretion due to the sensitivity of handling various staff issues, documents, personnel

matters, and topics pertaining to staff, or sensitive program matters. **This position requires occasional travel throughout an assigned geographical area by various methods of transportation.**

In all functions, employees are responsible for creating an inclusive, safe, and secure work environment, that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Criminal Offender Record Information

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest (COI)

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 submit 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