



Classification: Staff Services Manager I  
 Position Number: 880-600-4800-035

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 23-600-190	<b>Classification Title:</b> Staff Services Manager I	<b>Position Number:</b> 880-600-4800-035
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Unit Manager	<b>Effective Date:</b> May 2024
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full Time	<b>CBID:</b> S01
<b>Division/Office:</b> Division of Administrative Services		<b>Section/Unit:</b> Fee and Revenue Branch Water Quality & Water Rights Unit
<b>Supervisor's Name:</b> Cassandra White		<b>Supervisor's Classification:</b> Staff Service Manager II

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b> Kathleen Hill	<b>Date:</b> 05/24/2024

<b>General Statement</b>
Under the general direction of a Staff Services Manager II and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>
The Staff Services Manager I is responsible for supervising all actions related to billing and collection of the Water Board's Division of Water Quality and Division of Water Rights fee funded programs; generate fee related data for financial forecasting for fee development and special requests/projects; and participate/represent the Water Board at stakeholder and other public meetings.
<b>Essential Functions (Including percentage of time):</b>



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35%	Supervises all activities related to billing and collection of the Water Board's Water Quality and Water Rights fee programs. These activities include: (1) Plan and prepares, in consultation with Accounting, Budgets, Legal, and program staff, the current-year fee/revenue activities calendar, which identifies key steps, dates, and organizations/staff responsible for the billing, cashiering, reconciliation, collection, modification, and enforcement of fees; (2) Plans and organizes initial billing cycle processes and test reports; convenes roundtable meetings with affected Regional Water Boards, District Offices, Accounting, Budgets, and Division of Information Technology (DIT) staff to discuss invoicing procedures, timetables, collections, and billing and account receivable systems; and provides instructions and training to staff; (3) Initiates actual billing processes, prepares explanatory material to be sent with invoices, and coordinates efforts with Accounting, DIT, and Reproduction staff for all activities related to invoicing; and (4) Provides training and guidance to Water and Regional Board staff regarding answering fee payers' inquiries. Interacts with legal and regulatory staff to coordinate enforcement proceedings on delinquent fees and receivables; Prepares monthly summary reports for upper management regarding total receivables, actual receipts to date, and projected collections for various fee programs.
25%	Works closely with the Staff Services Manager II to plan and coordinate the Water Board's annual adoption of fee regulations; Represents the Water Board at stakeholder and Public Board meetings regarding newly proposed fees, proposed changes to existing fees, and other fee-related issues.
20%	Leads a team of staff in the development of new fees; Prepares legislative analysis of fee related legislation, and conducts revenue projections, prepares fund condition reports and cash-flow analysis. Performs a full range of administrative supervisory duties such as reviewing and approving docs, providing feedback to staff, mentoring staff, setting unit goals and benchmarks, signing timesheets, and approving time off.
15%	Develops comprehensive policies, procedures, business rules and necessary language for the implementation and management of the program functions being supervised. Assures compliance with all legal requirements involving Water Board's cost recovery and fee programs. Directs staff in conducting studies as necessary to improve the Water Boards cost recovery and fee programs and advises upper management of needed changes for program improvements.
<b>Marginal Functions (Including percentage of time):</b>	
5%	Perform other duties as required.
<b>Typical Physical Conditions/Demands:</b>	
The job requires extensive use of a personal computer, the ability to sit/stand at a desk and the ability to carry a laptop/computer bag to and from the office building.	



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**Typical Working Conditions:**

The incumbent works in hybrid conditions; the office setting is on the 18th floor of a high-rise building in downtown Sacramento, in a hoteling office cubicle in a smoke-free environment and the telework setting is in a home office. The work schedule is Monday through Friday. The position requires work in the office two days per week and as required based on operational needs of the position. Note the hybrid in-office to telework day ratio is subject to change at any time.

**Supervisor Statement**

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

Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date