

## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 7/2015)

<b>Classification Title</b> CEA - A	<b>Board/Bureau/Division</b> California Board of Accountancy
<b>Working Title</b> Administration Chief	<b>Office/Unit /Section / Geographic Location</b>  Executive Unit
<b>Position Number</b> 615-110-7500-xxx	<b>Name and Effective Date</b>

General Statement: Under the general direction of the exempt appointed Executive Officer, the CEA is a second organizational level position that plays an integral role in the setting/influencing of policy affecting not only the Administration Division, but the California Board of Accountancy (CBA) as a whole. The CEA serves as the Administration Chief (AC) and principal advisor to the Executive Officer, providing alternatives and recommendations on policy decisions and program operations as required by the Legislature, Business, Consumer Services, and Housing Agency, and/or the Department of Consumer Affairs (DCA). The CEA is responsible for long-range planning, directing, and coordinating of all administration activities of the CBA.

The AC is responsible for executive oversight of the following: Business Modernization and Information Technology, Legislation and Regulations, Communications, Outreach and Planning, Human Resources (including Health and Safety and Labor Relations), Fiscal (Oversees \$19M+ annual budget), Business Services (Contracts and Procurement), and Special Projects.

Incumbent acts for and represents the Executive Officer in their absence.

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

**60% (E) Oversees the Functions of the Administration Division**

Oversees the management and operations of the Administration Unit, Public Information Unit, Legislative and Regulatory program, and Information Technology Unit to ensure processes, procedures, policies, and laws are followed to enable the CBA to operate and perform functions consistent with its consumer protection mandate. The AC responsibilities include development of policy and directing policy initiatives based on the CBA's strategic planning goals, statutory mandates, and direction from the CBA. (20%)

Responsible for directly supervising a multi-disciplinary professional and technical staff, including Staff Services Manager I's, an Information Officer II, and Information Technology Specialist I's. Assigns work priorities, delegates assignments, provides check points for completion, and reviews assignments. Consults with CBA managers and Executive Staff on complex statutory, and regulatory, issues involved in implementing CBA's statutory mission and responsibilities. Identifies the need for regulation and legislation and works with the CBA, Executive Officer, DCA Legal Counsel, and stakeholders to develop necessary and appropriate regulations, legislation, and policies. Directs the Executive team and communicates and implements the Executive Officer's goals and directions. (10%)

Oversees and coordinates the CBA's responses to Public Records Act Requests and subpoenas for each CBA Division, per current statutes. Serves as the CBA's Information Security Officer and oversees agency compliance with policies, guidelines and procedures

regarding the security and protection of all personal, sensitive and confidential information assets. Oversees the development and implementation activities for the CBA's State Leadership Accountability Act Report. Oversees ongoing development and implementation of building and records management security, employee personal safety, workplace safe-practices protocols, and emergency preparedness activities. (10%)

Receives and reviews workload statistics to determine consistency and flow of work; analyzes work flow issues, and makes recommendations for operational and personnel improvements. Develops measurable performance standards and identifies and monitors allocation of staff resources necessary to accomplish critical activities. Responsible for establishing, monitoring and maintaining continuous knowledge of the results of performance measures and key performance indicators for each CBA Division to be reported to the Executive Officer and CBA on a bimonthly basis. Utilizes a formal Project Management approach to all management and oversight activities Initiates team-building and change management processes as needs are identified and provides oversight of such related activities, including implementation, tracking and documentation of outcomes. (10%)

Engages strategically with stakeholders, including the public, licensees, CBA members, DCA Executive Staff, members of the California Legislature, control agencies, and other stakeholders to ensure that the CBA can carry out its regulatory mission. Provides direction to the development, organization, execution, and evaluation of a comprehensive public information and outreach program to inform licensees, constituents, and the consumer public of the responsibilities, mandates, activities, and objectives of the CBA. Provides oversight of the development of the CBA's tri-annual *UPDATE* publication, legislatively-mandated reports and related projects. Oversees development of the CBA's Strategic Plan and identifies and updates objectives and critical tasks by program that are linked to and reflective of the CBA's mission, vision, and goals. (10%)

**20% (E) Policy Development and Implementation**

Recommends new statutes or statutory amendments, the adoption, amendment, or repeal of the California Code of Regulations and policies necessary to implement statutory or regulatory provisions or policy direction from the CBA. Implements new procedures to comply with legislatively mandated changes, court orders, objectives, and changes in practices using change management strategies. Evaluates and continuously improves procedures that ensure the CBA is in compliance with laws, regulations, standards, and policies.

Coordinates and oversees the implementation of policies and procedures to ensure goals and objectives are consistent with the CBA mandates, consumer protection mission, and the CBA's Strategic Plan

**20% (E) Technical Advisor**

Provides managerial support and direction to the CBA's Business Modernization Project, including facilitating discussions on emerging technologies and supporting the DCA's Chief Information Officer's recommendations on IT solutions and best practices to drive organizational efficiency and innovation. Ensures that IT infrastructure and systems meet organizational needs and standards and that IT initiatives are focused on robustness, scalability, and security. Ensuring IT security protocols align with policies and communicate potential IT risks and the associated mitigation and recovery plans to the EO.

Confers regularly with the Executive Officer. Coordinates and ensures the execution of all CBA meetings, advises on CBA meeting agendas. Attends the meetings of the CBA and assists the Executive Officer in handling administrative actions which include the presentation of written and verbal reports before the CBA. Attends and provides testimony at Legislative hearings. Attends various task force meetings as necessary to provide appropriate direction to staff and to apprise the Executive Officer of critical current and emerging issues. Attends management staff meeting and provides input on conditions and/or workloads of the Administration Division.

Serves as liaison to the CBA and committee members, as well as to Department management, as necessary and appropriate.

B. Supervision Received

The CEA is under the general direction of the Executive Officer.

C. Supervision Exercised

The CEA directly supervises a staff of a Staff Services Manager I's, an Information Officer II, and Information Technology Specialist I's.

D. Administrative Responsibility

The CEA is responsible for overseeing the administrative functions of the CBA. The CEA uses staff and resources to carry out the CBA's mission.

E. Personal Contacts

The CEA has frequent contact with management regarding various administrative issues. The CEA also communicates with the CBA members and DCA's management staff.

F. Actions and Consequences

The CEA is relied upon by Executive management to independently recommend policies, business process improvement that will reflect the needs of the Administration Division. Failure to properly manage the Administration Division could result in ineffective and inefficient CBA operations jeopardizing the quality of services received by consumers of accounting services and its interested stakeholders.

G. Functional Requirements

No specific physical requirements are present. The incumbent is a Work Week E employee and is expected to work an average of 40 hours per week each year and may be required to work specific 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. Travel throughout an assigned geographical location by various methods of transportation is required for this position. Travel is required to attend CBA and Committee meetings held in both Northern and Southern California. Incumbent will travel to the meetings via auto if the meeting is local and air to the Southern California sites. Meetings may be either one or two days long.

H. Other Information

Incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to DCA management needs. Travel is required eight times a year to attend CBA and Committee meetings. This position has access to confidential or sensitive information related to consumers of CBA services and/or employees of the CBA. The individual occupying this position is expected to maintain the privacy and confidentiality of such information at all times.

Criminal Offender Record Information (CORI)

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 to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position 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<sup>st</sup>, and within 30 days of leaving office.

Diversity, Equity, Inclusion and Accessibility (DEIA)

In all job 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.

**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.)

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Employee Signature

Date

Printed Name, Classification

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

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Supervisor Signature

Date

Printed Name, Classification

**April 2024**