



Classification: Staff Services Manager I  
 Position Number: 880-600-4800-041

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 23-600-211	<b>Classification Title:</b> Staff Services Manager I	<b>Position Number:</b> 880-600-4800-041
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Contract Support Unit Manager	<b>Effective Date:</b> July 2024
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-time	<b>CBID:</b> S01
<b>Division/Office:</b> Division of Administrative Services, Business Operations Branch		<b>Section/Unit:</b> Contracts Services Section, Contract Support Unit
<b>Supervisor's Name:</b> Michael Chan		<b>Supervisor's Classification:</b> Staff Services Manager II

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

<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 (SSM) I is the first line supervisor for the State Water Resources Control Board's (Water Boards) Contract Support Unit (CSU) within the Division of Administrative Services' Business Operations Branch (BOB). As a member of the BOB leadership team, the SSMI will contribute and participate in positive team building efforts and internal/external customer relations through quality services; use resources effectively in meetings exceeding customer quality service expectations and deliver services that are innovative and sensitive to customer needs. In a team environment, the SSMI will respond dynamically to service responsibilities and work cooperatively with staff in providing coverage in the absence of other team members. The incumbent will strive to establish and maintain positive, effective, professional working relationships with all Water Boards staff. Daily proficient utilization of office equipment and the Microsoft Office Suite is required.



**Essential Functions:**

30%	<p>Responsible for the direct supervision and professional development of analytical level staff. Personnel management responsibilities include establishing performance expectations, recruiting, hiring, and maintaining a skilled team of staff that possess the requisite knowledge and attributes for successful and responsive service delivery of the Water Boards' Contract Support Unit functions. Identify training needs and develop/implement staff training plans. Monitor work progress to ensure organizational efficiency and effectiveness and assist staff in the most complex and technical contract issues. Prepare annual performance evaluations and pro-actively address performance deficiencies using the progressive discipline process. Coach and mentor staff. Anticipate and creatively respond to all aspects of personnel management functions, including recognizing and rewarding positive, valued employee contributions. Serve as a communication model and facilitator for staff, holding regular staff meetings and employee one-on-one discussions to ensure staff are kept well informed of policies and procedures, and to foster a positive team environment. Set the tone to establish a positive work environment conducive to continuous improvement and collaboration amongst staff for a quality work environment. Continuously seek to expand staff knowledge and opportunities for networking with Water Boards programs.</p>
25%	<p>Serve as a working supervisor, exercising an appropriate degree of independence in the following contract requisitioning and management related functions: plan, organize, and directly manage the request preparation of Non-Information Technology and Information Technology service contracts. Manage and ensure completion of tasks related to contracts, including, but not limited to monthly upcoming and renewal contract requests, contractor evaluation forms, and contract termination/cancellation notices. Closely monitor Water Boards' upcoming contract workload (new and renewals) and reprioritize workload to meet the most critical Water Boards' needs. Interpret State Contracting Manual (SCM), State Administrative Manual (SAM), Public Contract Code (PCC), and State Water Resources Control Board (SWRCB) policies, rules, and regulations as they relate to the preparation and review of contracts, Invitations for Bid, Requests for Proposals, Requests for Qualifications, and Requests for Offers. Resolve complex and difficult contract requisitioning and management issues and make recommendations on SWRCB contract management policy when necessary to ensure the effective administration of the Water Board's contract program. Consult with and provide recommendations to SWRCB managers and other staff at the State Water Board and in the nine Regional Water Boards on contract matters. Perform as a subject matter expert on the FI\$Cal system relating to contract activities and procedures. Actively plan, prepare, and manage contract data in the FI\$Cal system within Contract Support Unit, including staff and user training.</p>



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15%	Perform and provide high quality customer service by advising customers on types and variety of contracting methods available and appropriate method to be used for specific types of services needed. Conduct and maintain regular monthly or quarterly meetings with customers in person, virtually, or via conference call. Through research and analysis, develop solutions to problems involving contract requests to ensure that Water Boards objectives can be met, and the interests of the State are protected. During contract requests, work cooperatively with customers and advise on appropriate interpretation of contracting requirements and all aspects of the contract process.
10%	Provide feedback in the development of and participate in the delivery of ongoing training classes for Water Boards staff involved in preparing and managing contracts to educate them on topics such as invoicing as it relates to deliverables, bid solicitation, and preparation; accurately assembling Contract Request Packages; contracting process; contract management responsibilities and any other specialized training that may be required to assist the Water Boards staff in accurately preparing contract documents. Provide personal engaging hands-on training on an ongoing basis, as needed, to staff in these areas in between formal training classes to ensure they have the necessary knowledge and tools to complete their requests completely and correctly.
10%	Development and delivery of training material. Collaborate with management and customers in developing or updating existing training material, course content, exercises, handouts, visual aids, etc. Deliver training in a classroom or virtual environment in the areas of Scope of Work development, Budget Detail development, Contract Request Process, and Contract Management among other topics. Facilitate and deliver refresher training using online, in-person or interactive approaches. Assist with web-based training development for certification renewals. Update and maintain all material related to training including an in-person two-day course, refresher training, and web-based training as needed and on a regular schedule.
5%	Develop, establish, and administer policies and procedures and set service standards for contract support functions to aid contract staff and contract managers in their duties. Duties include annual contract manager training and the development of templates, a processing matrix, procedure manuals, policy directives, handbooks, forms, etc. Ensure that all resources contain the most current mandated or regulatory requirements and that they are consistently utilized by staff. Ensure that current resources are made available to customers on the Water Boards intranet pages (Waternet).
<b>Marginal Functions:</b>	
5%	Perform other duties as required.
<b>Typical Physical Conditions/Demands:</b>	



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The job requires extensive use of a work-issued laptop and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

**Typical Working Conditions:**

The incumbent works on the 18<sup>th</sup> floor of a high-rise office building in downtown Sacramento, in an enclosed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Occasional evening and weekend work may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state. In compliance with the CalEPA policy this position is currently eligible for telework.

**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
Michael Chan		
Employee Name	Employee Signature	Date