

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications Division		EFFECTIVE DATE
BRANCH/SECTION Consumer Programs Branch/Administrative and Finance		CLASS TITLE Staff Services Manager I
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION Los Angeles, Sacramento, San Francisco
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-334-4800-500
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.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the direction of a Staff Services Manager II, the incumbent (SSM I) will supervise and provide feedback and support to Associate Government Program Analysts (AGPAs) assigned to teams that are developing and running various broadband grant programs as part of the Senate Bill 156. The incumbent will provide feedback, guidance, and support to ensure that staff has the resources and information needed to meet completed staff work.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
30%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Plan, direct, and supervise the day-to-day operations of staff, which is responsible for implementing grant administration for the Last Mile Federal Funding Account Grant Program, Loan-Loss Reserve Grant Program, and Technical Assistance Grant Program, which includes outreach efforts, including creating outreach material, grant processing, grant tracking, and fiscal tracking. Ensures timelines are met for all assigned work products, provides status reports, and oversees the development of all policies and procedures related to the development of various tracking systems used to support these programs. Ensures that quality work products are delivered on time.</p> <p>Review funding criteria to ensure appropriate approval and/or denial determinations. Adjudicate administrative processes and procedures to use when reviewing and approving grant disbursement requests and grant agreements. Provide direction to staff to effectively manage complex tracking systems including compliance requirements and reports from grantees. Collaborate with staff to ensure timely status responses to executive leadership and stakeholders, including the Legislature and Governor's Office, pertaining to grants administration and project management.</p>	
30%	<p>Manages, supervises, advises, and directs analytical staff to promote a productive, team-oriented working environment. Supervises, promotes, and conducts professional development, including but not limited to, job performance evaluations, completion of timely performance appraisals. Setting the example for appropriate performance and ethical behavior as well as addressing performance problems in a timely manner that includes but is not limited to providing feedback and evaluations. Interview, hire and train new staff. Review and approve timesheets and absence requests.</p>	

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	Assesses training needs and provides training regarding job requirements, methods, and priorities and schedules training for staff as necessary to enable effective work performance.
20%	<p>Identifies, analyzes, and improves upon existing business processes within the department by devising solutions, implementing change, conducting quality control, and measuring the impact to optimize productivity and maximize value to ensure the utmost efficiency and continuous improvement. Oversee the proper review and support of all controls.</p> <p>Participate in Division and Agency management meetings, including efforts to improve processes and functioning of the overall organization, attend conferences regarding policies, initiatives, and legislation that have a direct impact on the operations of the Division's programs. Research, resolve, and respond to complex and sensitive requests and incoming correspondence from the public and decision-makers, as necessary.</p>
15%	Serves as a technical expert in complex fiscal exercises, responding to a variety of budget drills, inquiries, and audits; prepares and/or assists with Budget Change Proposals and Estimated Caseload Population.
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Other duties as assigned and appropriate for the classification.</p>
	<p><u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p> <p>Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> Proficiency with communications-related technologies, including personal computer applications including Microsoft Excel, Oracle databases, Adobe, and Microsoft Word,

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	<p>telecommunications equipment including Cisco WebEx, Internet and cloud-based document management systems, voicemail, email, etc.</p> <ul style="list-style-type: none"> • Staff located in Sacramento will need to travel to the San Francisco office to attend meetings and trainings. • The work environment is fast paced, can be demanding and/or stressful, and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. • Working cooperatively with peers and management. 	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print) Kathrin Tawfik	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
<p>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE