



## Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)
Executive Programs	Staff Services Manager I (Specialist) Bilingual	326-104-4800-005
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Outreach & Education Unit		S01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
	Sacramento or Los Angeles	Staff Services Manager II
POSITION DESCRIPTION		
<p>Under the direction of the Staff Services Manager II (Supervisory) for the Outreach and Education Unit, the Staff Services Manager I (SSM I) will methodically plan, organize, and coordinate educational and outreach activities, including in-person and virtual events, inter-agency collaborations, and stakeholder meetings, with a special focus on engaging underrepresented communities., The SSM I will generate ideas to assist in advancing the Outreach and Education Unit’s strategic goals to maximize impact. The Staff Services Manager I is responsible for disseminating comprehensive information about the services and mission of the California Civil Rights Department (CRD) to the public and distilling civil rights laws into clear, engaging, and educational materials. This position requires bilingual fluency (written and oral) in English and Spanish to perform the job duties.</p>		
<p><b>ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.</b></p>		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
<b>35%</b>	Developing education and outreach resources, including external-facing educational materials on complex civil rights topics. Analyzing and interpreting evolving legislation, local implementation strategies, and best practices within the field of education and outreach. Distilling and conveying legal concepts into clear, precise, and accessible language. Producing and overseeing the quality assurance process, ensuring that all educational and outreach materials meet and exceed the department’s rigorous standards. These materials include brochures, booklets, flyers, and digital assets focused on communicating CRD’s services and enforcement areas to diverse audiences in California.	
<b>25%</b>	Producing captivating presentations and transforming complex information into engaging trainings using multi-media platforms, including PowerPoint and other learning software. Developing and implementing novel outreach strategies and approaches, as well as creating systems to measure and analyze the efficacy of these efforts. Collaborating closely with external stakeholders, community organizations, and strategic partners to reach underserved populations and significantly expand CRD’s outreach initiatives. This includes independently cultivating and maintaining strategic relationships with key community-based organizations, labor advocacy groups, and other partners, ensuring these collaborations align with CRD’s long-term goals.	



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<b>20%</b>	Supporting team members' outreach efforts, including communicating with stakeholders, note-taking and meeting facilitation, and participating in working groups. Ability to represent the department and articulate the CRD initiatives to stakeholders and the public. Analyzing stakeholder feedback to strengthen internal and external messaging, offering recommendations to the Outreach Manager and Assistant Deputy Director of Outreach and Education. This role requires a nuanced understanding of stakeholder dynamics and an ability to integrate complex insights into actionable strategies.
<b>15%</b>	Executing a range of office duties to ensure the efficiency and effectiveness of administrative requests. Providing logistical and administrative support for Outreach and Education activities, demonstrating a high level of organizational skills and initiative. Navigating and managing multiple administrative tasks with competing deadlines to ensure the seamless execution and efficiency of the Outreach and Education Unit's programmatic work.
<b>MARGINAL FUNCTIONS:</b>	
<b>%</b>	<b>TASK/DUTIES</b>
<b>5%</b>	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.
<b>DESIRABLE QUALIFICATIONS:</b>	
<p>In addition to evaluating each candidate's relative ability, as demonstrated by the quality and breadth of their experience, the following factors will provide the basis for competitively evaluating each candidate:</p> <ul style="list-style-type: none"> <li>• Extensive knowledge of advanced outreach and engagement strategies, with significant experience conducting multifaceted outreach initiatives for public agencies, non-profits, or public policy organizations.</li> <li>• Superior written and oral communication skills, adept at interpreting and explaining intricate legal frameworks to a diverse audience using clear, dynamic language.</li> <li>• Ability to exercise strong judgment, especially in public-facing work and in the preparation of official agency documents.</li> <li>• Expertise in using online meeting platforms like Zoom, Microsoft Teams, and other virtual platforms, including knowledge of features such as polls, Q&amp;A, breakout sessions, and other interactive elements.</li> <li>• Skilled in presenting complex information in a clear and concise manner to diverse audiences, ensuring understanding and engagement.</li> <li>• Advanced data analysis capabilities, with the ability to synthesize information and present complex ideas effectively both verbally and in writing.</li> <li>• Strong organizational and accountability practices.</li> <li>• Ability to identify and resolve complex and sensitive stakeholder issues.</li> <li>• Ability to work collaboratively with team members.</li> <li>• Ability to multi-task, adapt to changes in priorities, and complete tasks with short notice.</li> <li>• Attention to detail and prior experience with quality assurance/quality control of internal and public-facing materials.</li> <li>• Proficiency in working with Microsoft Office (Word, Outlook, PowerPoint, Excel) and Adobe Acrobat.</li> </ul>	
<b>TYPICAL WORKING CONDITIONS:</b>	



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The demands described here are representative of those that must be met by the incumbent, with or without a reasonable accommodation, to successfully perform the essential functions of the job.

- Effectively handle stress;
- Work in a fast-paced environment;
- Effectively manage many projects simultaneously;
- Communicate effectively with colleagues regarding work assignments;
- Demonstrate a high level of professional accountability;
- Daily use of a telephone and computer for up to 6.5 to 7 hours per day;
- Prolonged sitting and/or standing at a desk for 6.5 to 7 hours per day;
- Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties;
- Punctual and excellent attendance;
- Frequent travel around the state to attend events, meet with stakeholders, visit other CRD offices, and other departmental business.

**TELEWORK DESIGNATION:**

This position is designated as telework eligible-hybrid.

**SPECIAL REQUIREMENTS:**

Ability to speak a second language (bilingual) Spanish is required.

**The statements contained in this job description 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. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.**

**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 WITH A COPY OF THIS DUTY STATEMENT.

**SUPERVISOR NAME (PRINT OR TYPE)**

**SUPERVISOR SIGNATURE**

**DATE**

**EMPLOYEE STATEMENT:**

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

**EMPLOYEE NAME (PRINT OR TYPE)**

**EMPLOYEE SIGNATURE**

**DATE**