

DUTY STATEMENT

Employee Name:	Position Number: 580-221-4800-005
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Chief, Amendment Unit	Work Location: 3701 N. Freeway Blvd, Sacramento, CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Center for Health Statistics and Informatics	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section Amendment Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by supervising staff that amend and maintain permanent records of every birth, death, fetal death, and marriage occurring in California.

The Staff Services Manager I (SSM I) has an overall responsibility to plan, organize, direct, and coordinate the Amendment Unit (AU) of the Vital Records Issuance Branch (VRIB). The position performs high-level amendment tasks such as facilitating process improvement, maintaining relationships with counties and administrative staff, and overseeing legislative tasks related to amendments. Directly manage a small team performing policies and procedure related tasks and, through subordinate supervisors, supervise units of staff performing vital record amendment functions.

Up to 5% in- or out-of-state travel may be required.

The incumbent works under the general direction of the SSM II, Chief of Issuance Section.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel: Up to 5%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

45% Plan, organize, and direct the work of the AU so that the Unit carries out its mission accurately and within specific time constraints. These time constraints are established in contracts with the Federal government, by State statute, or by customer acceptance of a given level of timely service. Actively monitor workload and production in each Team so that a balanced workflow is maintained throughout the Unit, and through periodic cycles of heavy workload. Strategically plan and budget for extra staff at times of peak workload via use of overtime and temporary help.

Through subordinate supervisors, manage all functions and staff of the Teams within the AU. The Teams are responsible for the following:

Routine Acceptance Processing Team: Process amendments to vital records such as birth, death, and marriage, Court Order Name Change, Gender Corrections, and Gender Reassignment. Review amendment documents for compliance with Health and Safety Code requirements, and discuss the application of these requirements with county staff and with members of the public, including judges, legal aid advocates, etc.

Rejection Processing Team: Review vital records such as Court Order Name Change, Gender Corrections, Gender Reassignment, Court Order Delayed Birth, Death, Fetal Death, Marriage, Adoptions, and Amendment of Parentage. Contact the customer regarding the process to obtain additional supporting documents to complete their request.

Sealed and Delayed Processing Team: Register delayed birth certificates, Court Order Delayed Birth, Death, Fetal Death, and Marriage certificates. Process Adoptions and Amendment of Parentage. Send sealing notices and local office copies to the counties. Seal duplicate records. Detect and prevent fraudulent registration and use of records.

30% Through subordinate supervisors, is responsible to: create statewide vital record files from records of, or amendments to, records for individual vital events received from 61 registration districts. Maintain statewide vital records indexes of all 50 million vital events currently registered. Add to indexes, one million events registered each year. Provide individuals and organizations certified copies of vital records and volume, noncertified copies needed for statistical analysis of health issues.

10% Select, evaluate, and train subordinate supervisors to implement existing and revised procedures to ensure or improve overall efficiency of vital records operation. Evaluate the performance of subordinate supervisors and review evaluations of employee performance prepared by subordinate supervisors. Recruit personnel to fill vacant positions.

10% Maintain working relationships and coordinate activities with the following:

- Local registrars, county clerks, and county recorders in all California counties: Ensure uniform compliance with statutes affecting vital records issuance through frequent contact at all levels, including providing copies of records that are missing from county databases, reviewing/redacting records issued by counties from the statewide database, or providing copies of records that have been amended or established through various registration methods at the state levels (i.e., adoption, paternity establishment, delayed or court order delayed). Provide periodic orientation seminars and tours for newly appointed county staff. Attend vital records conferences and workshops.
- Departmental Business Services relative to office space, telecommunications, equipment, supplies, and maintenance.
- Human Resources Division regarding hiring and personnel management, including grievances and disciplinary action, classification, and bargaining unit contract issues.
- National partners working with vital records.

Marginal Functions (including percentage of time)

5% Perform other work-related duties as required.

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

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: HH
 Date: 9/18/24