



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Enforcement	Staff Services Manager I (Supervisory)	326-205-4800-005
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Contact & Support Services		S01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
	Sacramento	
POSITION DESCRIPTION		
<p>Under the general supervision of the Contact and Support Services Unit Manager (Staff Services Manager II), the Contact Center Supervisor (Staff Services Manager I) plans, organizes, and directs the operation of the Department's Contact center to process complaints of employment and housing discrimination, denial of services by a public accommodation, human trafficking, and acts of hate violence, in accordance with the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act, and the Disabled Persons Act.</p>		
<p>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.</p>		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
35%	Administers all supervisory functions over the Contact Center staff. Oversees all telephone, email, facsimile, and postal mail processes. Completes performance evaluations for all assigned staff in a timely manner. Manages the budgetary allotment for assigned staff and approves expenditures for supplies and staff training. Monitors staff attendance and adjusts workloads and priorities. Signs timesheets. Recruits, hires, and trains new staff. Leads staff meetings.	
25%	Ensures complaints and right-to-sue requests submitted by the public are reviewed and processed. Disseminates and explains legislative changes that impact department operations and interactions with the public. Responds to staff concerns and grievances. Develops and oversees corrective action plans and disciplinary matters.	
20%	Troubleshoots the more complex and emerging issues, through staff call and email escalations. Provides a buffer between recalcitrant contacts and staff by intervening in difficult calls and redirecting callers to productive solutions. Collaborates with the Support Services Unit Manager and Deputy Director on recommendations for change. Completes monthly/quarterly and on-demand reports to analyze service levels. Monitors potential spam emails and determines account suspension or deletion, based on case-by-case analysis. Determines direction for citizen complaints. Reviews efficiency and performance of Contact Center staff and applications used by staff. Adjusts service level agreements as warranted to ensure delivery of excellent customer service.	
15%	Addresses complaints and requests for information received from within and outside the Department, including Departmental managers, complainants, respondents, attorneys and/or representatives, the public, other governmental agencies, employer groups, community groups, and advocacy organizations. Acts on behalf of the Department in responding to complex issues and inter-agency requests.	



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MARGINAL FUNCTIONS:	
%	TASK/DUTIES
5%	Represents the Department to the public through service as a liaison to other governmental agencies and community groups, public speaking engagements, community meetings, legislators and/or their staffs, and the public regarding the Department's activities.
TYPICAL WORKING CONDITIONS:	
<p>The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.</p> <ul style="list-style-type: none"> • Requires daily use of a personal computer and related software applications at a workstation. • Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties. • Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day. • Requires dependability and excellent attendance records. <p>The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.</p>	
DESIRABLE QUALIFICATIONS:	
<ul style="list-style-type: none"> • Strong attention to detail and problem-solving. • Ability to reason logically and creatively, and use a variety of analytical techniques to resolve problems. • Demonstrated ability to foster teamwork and build collaborative working relationships. • Communicative workstyle. • Significant experience in providing customer service through phone and email channels. • Familiarity with California Civil Rights laws and complaint investigation techniques. • Experience managing or acting in a lead capacity. • Demonstrated understanding of the progressive discipline process. • Demonstrated experience managing or reviewing the work of others. 	
TELEWORK DESIGNATION:	
This position is designated as telework eligible-hybrid.	
SPECIAL REQUIREMENTS:	
<p>The Staff Services Manager I has daily contact with management and staff, complainants, respondents, representatives of complainants and respondents, other government agency representatives, and, periodically, community and employer groups, the media, and legislators and/or their staff.</p> <p>The Staff Services Manager I must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Enforcement Directives, Administrative Manual, Supervisor's Manual, Clerical Manual, Case Analysis Manual, Pre-Accusation Discovery Manual, and any directions received. The Staff Services Manager I serves as a representative of the Department and must exercise good judgment in all interactions by conducting him/herself in an effective and professional manner with a range of contacts, both internal and external to the Department. Those contacts include other Department employees, complainants, respondents, attorneys and community-based organizations. The Staff Services Manager I is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. Failure to use good judgment in case</p>	



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processing and/or the timely processing of complaints could result in the rights of complainants and/or respondents being jeopardized and/or compromised.

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