



DUTY STATEMENT

CIVIL SERVICE CLASSIFICATION				WORKING TITLE			
Staff Services Manager I							
BRANCH							
Opportunities for All							
DIVISION				OFFICE			
Special Education				Constituent Support Services Unit			
CBID	WWG	PCN	POSITION NUMBER	SPECIFIC LOCATION (CITY)			
S01	E	2615	174-663-4800-856	Sacramento			
PROBATIONARY PERIOD		TENURE		TIME BASE		BILINGUAL POSITION	
12 Months		Permanent		Full-Time		No	
TELEWORK OPTION		SAFETY SENSITIVE POSITION			CONFLICT OF INTEREST CLASSIFICATION		
Remote-centered		No			Yes		
DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES							
<p>Under direction of the Staff Services Manager III of the Administrative and Communication Unit, the Director, and the Associate Director of the Special Education Division (SED), the Staff Services Manager I (SSMI) in the Constituent Support Services Unit (CSS) works independently performing and managing the most varied and complex technical tasks; receiving and distributing sensitive inquires from Special Education Constituency and manage the status of dispute resolution, including requesting and reviewing issues received, directing the implementation of alternative dispute resolution and deescalation. The SSMI must be the central point of contact for California Public Records Act requests for Special Education.</p>							
CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS							
<p>All employees are expected to work cooperatively with others, maintain regular, consistent, predictable attendance, and possess integrity, initiative, dependability and good judgment.</p>							
SUPERVISION BY							
<p>Reports directly to the Staff Service Manager III in the Fiscal Administration and Constituent Support unit.</p>							
SUPERVISORY RESPONSIBILITIES							
<p>Supervises 4 analysts and 1 office technician.</p>							
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS							
<p>This position requires long period of times sitting in front of a computer workstation, repetitive use of hands, forearms, and fingers to operate a computer and a mouse. Attendance at in-person staff meetings is required once a month.</p> <p>Core business hours are Monday through Friday, 8 a.m. to 5 p.m.</p>							

ESSENTIAL/NON-ESSENTIAL FUNCTIONS

Relative % of Time Required:	50	<input checked="" type="checkbox"/> Essential Function	<input type="checkbox"/> Non-Essential Function
Duties Performed			
Direct and supervise staff determining ongoing and sensitive caseload work assignments and the delegation of work responsibilities; direct and coordinate daily activities and special assignments; evaluate, monitor, edit, and conduct quality control of constituent issues, informal mediation, alternative dispute resolution and public records act requests. Review, analyze, and edit regular reports on the needs of the field including maintaining guidance on the CDE webpage.			

Relative % of Time Required:	30	<input checked="" type="checkbox"/> Essential Function	<input type="checkbox"/> Non-Essential Function
Duties Performed			
Track, monitor, and coordinate the processing of concerns and issues to keep the SSMII and the Director apprised of Special Education concerns throughout the state. Adhere to federal and state law specific to special education policies, procedures, and guidelines. Prepare written responses to address sensitive incoming correspondence and communicate with local educational agencies, complainants, CDE staff, and other constituents external to CDE. As the central point of contact PRAs ensure that requests are processed in a timely manner to meet state regulation requirements.			

Relative % of Time Required:	10	<input checked="" type="checkbox"/> Essential Function	<input type="checkbox"/> Non-Essential Function
Duties Performed			
Consult with director, other administrators, other supervisors, consultants, field personnel, and various government agencies to gather, tabulate, and analyze sensitive constituency data findings, gather feedback and concerns; clarify policies and procedures, and promote networking among similar Unit programs. Keep the Director apprised of the status of projects and problems arising.			

SPECIAL/ADDITIONAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Requires excellent customer services skills including strong verbal and written communication skills. Fluency in another language is also desirable.

PERSONAL CONTACTS

The incumbent will have extensive contact with external state and federal agencies, members of the public and other staff in CDE

EMPLOYEE ACKNOWLEDGEMENT

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

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE
Stephanie Fenner		

MANAGER/SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

HRD C&P ANALYST	HRD APPROVAL DATE	EFFECTIVE DATE	DATE UPLOADED

This form will be kept in the employee's Official Personnel File.

Original - Classifications & Pay Office

Copies - Employee and Supervisor