



Classification: Staff Services Manager I
(Specialist)
Position Number: 880-402-4800-004

DUTY STATEMENT

CURRENT PROPOSED

RPA Number: 24-402-029	Classification Title: Staff Services Manager I (Specialist)	Position Number: 880-402-4800-004
Incumbent Name: Vacant	Working Title: Staff Services Manager I (Specialist)	Effective Date: November 2024
Tenure: Permanent	Time Base: Full Time	CBID: E48
Division/Office: Division of Drinking Water/Resiliency and Data Branch		Section/Unit: Quality Assurance Section
Supervisor's Name: Karen Nishimoto		Supervisor's Classification: Supervising Water Resource Control Engineer

Human Resources Use Only:	
HR Analyst Approval: Alexandra Ruiloba-Olah	Date: October 31, 2024

General Statement
Under the general direction of a Supervising Water Resource Control Engineer and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Staff Services Manager I (Specialist) (SSM I) is responsible for providing timely and professional support. The SSM I is required to work independently and in coordination with multiple stakeholders, communicate effectively, manage multiple tasks, and support efficient regulatory oversight.
Essential Functions (Including percentage of time):



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45%	Organize, develop, and implement tracking processes for water shutoff and other related requirements and ensure information is disseminated appropriately. This includes, but is not limited to, leading the development of process documentation, tracking resources/databases, policies, and procedures to ensure appropriate data submission, data quality, and consistent implementation of regulatory and statutory requirements which are transparent to internal and external stakeholders. In addition, support the development of appropriate databases for data collected from water systems and data on water system training participation, including integrating existing databases, performing analytics, and providing expert analytical support to external stakeholders for proper use of various tracking systems. Create policies which support a holistic approach to regulatory compliance and enforcement. This includes evaluating submitted water system data, such as for water shutoffs, to identify candidates for enforcement and supporting the determination of the appropriate enforcement action to take for water systems who are in violation of water shutoff requirements and other related requirements.
25%	Research, analyze, and evaluate water system data and other related information and make recommendations for resolution to management or takes independent action to resolve issues related to water shutoff requirements and support progressive enforcement where appropriate by tracking enforcement actions and by coordinating with enforcement staff on enforcement activities and enforcement data needs. Gather facts and relevant information on issues and projects and present to leadership in a concise and logical manner for action. This may include, but is not limited to, the development of status reports as part of the project management process, database management reports, and other tools that assist in tracking and decision-making on issues related to water shutoff requirements. Solicit necessary information from the appropriate internal and external stakeholders, perform analysis and investigations as necessary, and plan and support organizational change management as necessary based on findings. Coordinate with the Office of Chief Council on enforcement, both individually and organizationally.
25%	Provide expert analytical and programmatic support and develop outreach and communication strategies for effectively working with diverse stakeholders to ensure program goals are accomplished. Organize and participate in stakeholder engagement through public meetings. Attend and represent the Division of Drinking Water in public meetings. Collect, organize, and disseminate oral and written public comments regarding Division of Drinking Water actions and/or petitions related to water shutoff requirements. Support the dissemination of information to both internal and external stakeholders, ensuring appropriate information is both collected and disseminated in a manner that is accessible, including but not limited to supporting publication of information in an accessible format.
Marginal Functions (Including percentage of time):	
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	



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The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:

The incumbent works on the 17th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work may be necessary when the Division is mission tasked. Travel may be required locally and within the state.

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 a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date