



Classification: Staff Services Manager I  
 Position Number: 880-402-4800-002

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 24-402-020	<b>Classification Title:</b> Staff Services Manager I (Specialist)	<b>Position Number:</b> 880-402-4800-002
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Staff Services Manager I (Specialist)	<b>Effective Date:</b> November 2024
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full-time	<b>CBID:</b> E48
<b>Division/Office:</b> Division of Drinking Water/Program Management Branch		<b>Section/Unit:</b> Technical Operations Section/Regulatory Development Unit
<b>Supervisor's Name:</b> Melissa Hall		<b>Supervisor's Classification:</b> Senior Water Resource Control Engineer (Supervisory)

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

**General Statement**

Under the general direction of the Senior Water Resource Control Engineer (Supervisory) and consistent with good customer service practices and the goals of the State Water Resources and Regional Water Quality Control Boards' (SWRCB and RWQCB) Strategic Plan, the incumbent is expected to be courteous and professional, to provide timely responses to internal/external customers, follow through on commitments, to solicit and consider internal/external customer input when completing work assignments, and to work independently and in coordination with the Supervisor and SWRCB staff.



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**Position Description**

This Staff Services Manager I (SSM I) position supports the SWRCB's mission by providing the highest level analytical and programmatic support to the Regulatory Development Unit, increasing the Division of Drinking Water's (DDW) capacity to conduct and complete public health research and regulation development. The SSM I functions as a nonsupervisory staff specialist in a policy-sensitive, multi-faceted program development and implementation capacity, with a focus on public health enhancement through drinking water and recycled water regulations. The SSM I is responsible for the review, analysis, management, coordination, and adoption of the most difficult and sensitive regulation packages; serving as the team lead responsible for monitoring and coordinating the work of the analyst staff within the Regulatory Development Unit; and the performance of the most difficult and complex analytical duties involved in regulation development. The SSM I plans, implements, monitors, evaluates, and makes recommendations on a variety of DDW special projects, including program evaluation and planning and policy analysis and formulation.

This position requires the SSM I to maintain consistent and regular attendance; communicate effectively (orally and in writing) with the public and/or other staff; develop and maintain knowledge and skill related to specific tasks, materials, methodologies, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to SWRCB and DDW policies and procedures regarding conduct, attendance, and leave. The SSM I is expected to maintain the confidentiality of documents and topics pertaining to sensitive program matters at all times. Specific responsibilities are described below.

**Essential Functions (Including percentage of time):**



35%	<p>Coordinate Regulations. Serve as in-house consultant for rulemaking efforts by DDW and other SWRCB divisions and offices, including advising program managers on what constitutes complete staff work for regulation packages. Serve as liaison with the Office of Administrative Law (OAL) and Department of Finance (DOF) on the review of rulemaking statutory criteria (Administrative Procedure Act or APA), including major regulation Standardized Regulatory Impact Analyses; consult with OAL and DOF on rulemaking practices and procedures. Analyze statutory authority for proposed regulatory requirements. Guide staff to timely compliance with applicable statutes, regulations, and SWRCB and DDW procedures; generate reminders to ensure deadlines are met. Identify and obtain necessary stakeholder input. Coordinate regulation development workgroups; assist staff in translating concepts into formal regulations. Coordinate, facilitate, travel to, present at, and provide support at staff trainings, workshops, and hearings. Collaborate with stakeholders to develop resolutions to the most difficult regulation challenges. Organize and determine the manner and scope of responses to comments submitted regarding proposed regulations; develop written responses. Independently, accurately, and timely review, analyze, and prepare edits to the most complex and sensitive staff rulemaking work products for conformance with applicable statutes and regulations; develop strategies to identify, and propose and implement solutions to, problem areas for rulemaking components. Prepare instructive, clear, and diplomatic correspondence to program and legal staff to achieve needed changes. Prepare and present information regarding proposed regulations for public comment and SWRCB consideration. Develop, maintain, and transport physical and electronic copies of rulemaking records. Maintain current and accurate compilation of drinking and recycled water regulation texts. Prepare written materials necessary for SWRCB consideration and promulgation of policy and regulatory documents. Draft, recommend, and explain reasons for alternate regulatory language to program managers. Develop regulations and related documents to comply with applicable statutes, regulations, and DDW procedures. Apply programmatic knowledge and expertise to prepare regulation packages for legal review and managerial approval.</p>
15%	<p>Serve as a project lead over critical and complex assignments that requires team coordination and efforts to accomplish unit commitments and achieve programmatic and organizational goals. Assist the Regulatory Development Unit Supervisor by monitoring and coordinating the special assignments and work of analyst staff within DDW's Regulatory Development Unit to ensure production of effective, high-quality work products that conform to applicable statutes, regulations, and internal policies and procedures. Review, proofread, and correct staff work products for quality, readability, accuracy, and completeness.</p>



10%	<p>Manage Projects and Performance. Coordinate and assist with special projects, logistics, and preparation of major periodic programmatic plans and reviews, including the 5-year Safe Drinking Water Plan and maximum contaminant level reviews. Develop and maintain tracking systems for regulations development and other projects; analyze work and completion times for rulemaking tasks and other projects. Develop project workplans, budgets, deliverable timelines, implementation schedules, flowcharts, and other documents. Prepare, maintain, and update project status reports. Prepare, maintain, and use procedure documents, including manuals, reference guides, and presentations. Develop, maintain, and use templates for routine documents. Manage the coordination of rulemaking efforts of program, legal, and managerial staff. Research, analyze, recommend, and implement new or improved performance metrics, practices, and processes to achieve increased efficiency and quality of work products, including maximization of public health benefit and elimination of unnecessary steps and costs in regulation development and for regulated entities and consumers. Develop and apply principles of lean/6-sigma process improvement. Use provided and researched data to develop program analysis and planning tools. Assist, monitor, provide, and implement innovated or proven process improvement recommendations for rulemaking and other recurring processes. Coordinate and track reviews of regulatory documents with SWRCB, DOF, and California Environmental Protection Agency staff.</p>
10%	<p>Analyze Legislation and Regulations. Critically review and reconcile state regulations with federal regulations for Safe Drinking Water Act primacy applications. Perform comparative analysis of state and federal drinking water regulations and statutes using U.S. EPA provided templates. Coordinate with DDW and legal staff to prepare documents demonstrating compliance with federal special primacy provisions. Review, analyze, and prepare written summaries and comments regarding programmatic and fiscal impacts of legislative and regulatory proposals; analyze alternatives, including for impacts relative to drinking water and recycled water. Research and prepare responses to the most complex inquiries from management and others on legislative regulatory matters.</p>
10%	<p>Acquire and Analyze Information. Collect, analyze, and review cost, water quality, and other data. Coordinate and manage information requests and queries, publications, research, and correspondence; develop, administer, and analyze responses to surveys to obtain data for regulation development. Conduct outreach to subject matter experts and stakeholders. Analyze and summarize relevant information; make recommendations based on findings. Research, organize, and review cost records, indices, and models to develop and support regulatory cost impact estimates. Analyze and prepare written summaries of fiscal and economic impacts, public health and environmental impacts, feasibility, and sociodemographic data relative to proposed regulations.</p>



10%	<p>Communicate Rulemaking Information. Prepare communications of the most complex and sensitive information to varied stakeholders on a wide range of subjects requiring programmatic and administrative knowledge. Prepare, edit, and format documents and presentations on a broad spectrum of program-related problems, proposals, and alternatives. Review and analyze proposed legislation and advise management on potential impacts. Present analyses and recommendations to project leads and management. Identify communication gaps and coordinate with SWRCB staff to develop effective visual displays of complex and diverse data to support communication with varied stakeholders via web postings, presentations, and other documents, using varied software (e.g., Tableau, Microsoft Excel, etc.). Manage posting of regulatory activity content on DDW's internet, intranet, and Sharepoint pages, including designing and preparing web page updates. Prepare listserve announcements. Provide timely and accurate responses to questions on DDW regulations. Perform and coordinate rulemaking records requests. Develop and maintain communication records.</p>
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**Marginal Functions (Including percentage of time):**

5%	<p>Manage Grants and Contracts. Guide DDW staff in developing and managing complex contracts with highly developed scopes. Manage and maintain federal Public Water System Supervision grant, including application, workplan, budget detail, and status report preparation. Conduct research to identify and evaluate grant prospects. Facilitate research, development, review, writing, and editing of grant applications for accuracy, completeness, and clarity; collaborate with management in developing proposals and follow-through. Develop, submit, and manage grant proposals from DDW staff concepts. Coordinate grant agreements with grantors, including special terms or conditions. Submit timely and accurate grant project reports.</p>
5%	<p>Perform other duties as required.</p>

**Typical Physical Conditions/Demands:**

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 a hybrid schedule, with in-office time based on 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. Travel may be required locally and within the state. Mandatory overtime may be necessary when mission tasked.



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<b>Supervisor Statement</b>		
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