



Classification: Staff Services Manager I
 Position Number: 880-600-4800-029

DUTY STATEMENT

CURRENT PROPOSED

RPA Number: 24-600-082	Classification Title: Staff Services Manager I	Position Number: 880-600-4800-029
Incumbent Name: VACANT	Working Title: Contracts Unit A Manager	Effective Date: December 2024
Tenure: Permanent	Time Base: Full-Time	CBID: S01
Division/Office: Division of Administrative Services, Business Operations Branch		Section/Unit: Contracts Services Section, Contracts Unit A
Supervisor's Name: Michael Chan		Supervisor's Classification: Staff Services Manager II

Human Resources Use Only:	
HR Analyst Approval: Kathleen Hill	Date: 12/09/2024

General Statement
Under the general direction of a Staff Services Manager (SSM) II, and consistent with good customer service practices and the goals of the State Water Resources Control Board and Regional Water Quality Control Board's Strategic Plan (Water Boards), 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 SSM I is the first line supervisor for the State Water Resources Control Board's (SWRCB) Contracts Unit (CU) within the Division of Administrative Services' (DAS), Business Operations Branch (BOB). As a member of the BOB leadership team, the SSM I will contribute and participate in positive team building efforts and internal/external customer relations through quality services; use resources effectively in meetings exceeding customer quality service expectations and deliver services that are innovative and sensitive to customer needs. In a team environment, the SSMI will respond dynamically to service responsibilities and work cooperatively with staff in providing coverage in the absence of other team members. The incumbent will strive to establish and maintain positive, effective, professional working relationships with all Water Boards' staff. Daily proficient utilization of office equipment and the Microsoft Office Suite is required.



Essential Functions:

40%	<p>Responsible for the direct supervision and professional development of analytical level staff. Personnel management responsibilities include establishing performance expectations, recruiting, hiring, and maintaining a skilled team of staff that possess the requisite knowledge and attributes for successful and responsive service delivery of the Water Boards' CU functions. Identify training needs and develop/implement staff training plans. Monitor work progress to ensure organizational efficiency and effectiveness and assist staff in the most complex and technical contract issues. Prepare annual performance evaluations and pro-actively address performance deficiencies using the progressive discipline process. Coach and mentor staff. Anticipate and creatively respond to all aspects of personnel management functions, including recognizing and rewarding positive, valued employee contributions. Serve as a communication model and facilitator for staff, holding regular staff meetings and one-on-one discussions to ensure staff are kept well informed of policies and procedures, and to foster a positive team environment. Set the tone to establish a positive work environment conducive to continuous improvement and collaboration amongst staff for a quality work environment. Continuously seek to expand staff knowledge and opportunities for networking with Water Boards programs.</p>
35%	<p>Serve as a working supervisor, exercising an appropriate degree of independence in the following contract related functions: plan, organize, and directly manage the preparation of Non-Information Technology and Information Technology service contracts. Closely monitor Water Boards' upcoming contract workload (new and renewals) and reprioritize workload to meet the most critical Water Boards' needs. Interpret State Contracting Manual (SCM), State Administrative Manual (SAM), Public Contract Code (PCC), and SWRCB policies, rules and regulations as they relate to the preparation and review of contracts, Invitations for Bid, Requests for Proposals, Request for Qualifications, Small Business Options, DVBE Options, and Request for Offers. Resolve complex and difficult contract issues and make recommendations on SWRCB contract management policy when necessary to ensure the effective administration of the Water Boards' contract program. Consult with and provide recommendations to SWRCB managers and other staff at the State Water Board and in the nine Regional Water Quality Control Boards on contract matters. Perform as subject matter expert on the Water Board's integration into the Fi\$Cal system relating to contract activities and procedures. Actively plan, prepare, and manage the implementation of the Fi\$Cal system within CU, including staff and user training.</p>
10%	<p>Develop, establish, and administer policies and procedures and set service standards for contract functions to aid contract staff and contract managers in their duties. This includes annual contract manager training, contract related boilerplate documents, templates, processing matrix, procedure manuals, policy directives, handbooks, forms, etc. Oversee the development, implementation, and maintenance of Fi\$Cal internal policy and procedures related to the contracting process. Ensure that all resources contain the most current mandated or regulatory requirements and that they are consistently utilized by staff. Ensure that current resources are made available to customers on the Water Boards' intranet pages (Waternet).</p>



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10%	Ensure weekly Branch management reports and workload status reports are updated and accurate. Prepare recommendations for Water Boards' Executive Staff approval regarding late contract submittal requests. This can include preparing a written workload analysis with recommendations for handling workload based on past performance practices by Water Boards' organizations and identifying potential workload bottlenecks or backlogs based on projected submittal dates for contract requests and recommending appropriate courses of action.
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Marginal Functions:

5%	Perform other duties as required.
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Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at a 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. May require employee to work in stressful or time-pressured situations. Requires ability to multitask, meet deadlines, and adjust to changing priorities in a cooperative manner.

Typical Working Conditions:

The incumbent works on the 18th 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. Occasional evening and weekend work may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state. In compliance with the CalEPA policy this position is currently eligible for telework.

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
Michael Chan		

Employee Name	Employee Signature	Date