

<b>Classification Title</b>	<b>Board/Bureau/Division</b>
Staff Services Manager II (Supervisory)	Bureau of Automotive Repair
<b>Working Title</b>	<b>Office/Unit/Section / Geographic Location</b>
Administration Branch Manager	Administration Branch/Rancho Cordova
<b>Position Number</b>	<b>Name and Effective Date</b>
646-100-4801-002	

**General Statement:** Under the direction of the Deputy Chief, Licensing, Administration, and Consumer Assistance Division, the Staff Services Manager II (SSM II) is responsible for the direct supervision of three Staff Services Managers I and the overall management of the Administration Branch. Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**45% (E) Management Oversight for the Administration Branch**

Oversee, provide, implement and enforce departmental policies and prepare procedures including strategic workforce plans for administrative functions within personnel, business services and contracts to ensure administrative operations are in compliance with state and federal laws, rules and regulations. (20%)

Monitor workload, customer satisfaction and unit performance on an on-going basis. Recommend process changes to subordinate supervisors and staff to ensure that succession plans and workforce goals and objectives are met. (15%)

Develop and distribute work assignments, performance standards and expectations across work units; prepare and monitor standards and guidelines for the purposes of evaluating the work performance of subordinate supervisors and staff. (10%)

**20% (E) Management Consultation**

Advise and consult with executive staff regarding the interpretation of policy in order to respond to complex, technical and sensitive inquiries regarding Bureau of Automotive Repair’s (BAR) administrative policies, and procedures, including requests from the Department and other state agencies related to BAR’s mission and goals.

Analyze proposed changes and participate in all other policy discussions to make operational decisions on behalf of BAR management; provide the Chief and Deputy Chief with technical administrative policy recommendations.

In the absence of the Deputy Chief, the SSM II is responsible for making decisions on their behalf.

**20% (E) Administrative Consultation**

Serve as BAR’s administrative liaison to provide technical administrative consultation to the department, executive management, managers, supervisors and other government agencies as they relate to the administrative operations of BAR; serve as a liaison between BAR’s other divisions and programs on issues of mutual concern regarding policies, priorities, and strategic goals of the Bureau.

Provide expert consultation on all HR issues including; equal employment opportunity, labor relations, disciplinary action and hiring.

Consult with BAR Deputy Chiefs and assist them in managing staff resources to develop and implement new and continuous improvement strategies to ensure the Bureau meets and exceeds client expectations and is operating efficiently and effectively.

**10% (E) Conflict Resolution**

Resolve conflicting priority requests for administrative services.

Assist BAR supervisors and managers to resolve staff conflicts within their units, sections, and divisions.

Work with staff to resolve problems; develop plans of action to achieve commitments for service.

**5% (M) Meeting Representative**

Attend staff meetings related to the administrative operations of BAR.

Attend management meetings and may represent the Chief and/or Deputy Chief at meetings; represent BAR at administrative conferences; maintain a working relationship with other DCA divisions and other state agencies.

**B. Supervision Received**

The Staff Services Manager II receives general direction from the Deputy Chief (CEA A), Licensing, Administration and Consumer Assistance Division.

**C. Supervision Exercised**

The incumbent directly supervises a subordinate staff consisting of three Staff Services Managers I. The incumbent will be the 2<sup>nd</sup> level supervisor to Administration Branch staff, consisting of analytical, clerical, warehouse workers, and materials and stores specialist staff.

**D. Administrative Responsibility**

The incumbent is responsible for managing the staff and fiscal resources of the Administration Branch.

**E. Personal Contacts**

The SSM II has daily contact with BAR management and staff, as well as the BAR Chief and Deputy Chiefs. This position has frequent contact with the Department's administrative management staff, Office of Human Resources staff, Legislative staff, and Legal office. The incumbent will have occasional contact with staff from the Legislature, control agencies, other state agencies, and contractors/vendors.

**F. Actions and Consequences**

Failure to properly oversee the Administration Branch could result in poor or unacceptable services that would adversely affect the Bureau's ability to meet its goals and objectives. Failure to properly perform these duties could result in the dissemination of inaccurate information to management, the Director, and other interested parties, and the recommendation of incorrect policies and procedures to management.

**G. Functional Requirements**

No specific physical requirements are present; the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

**H. Other Information**

This position requires a sound knowledge and understanding of State business services and personnel processes, good work ethics, diplomacy, excellent leadership, and excellent communication, interpersonal, and organizational skills.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week and may be required to work specified hours based on the business needs of the office.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Conflict of Interest

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1<sup>st</sup>, and within 30 days of leaving office.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Revised: 12/2024**