

DUTY STATEMENT

Employee Name:	Position Number: 580-510-4800-001
Classification: Staff Services Manager I	Tenure/Time Base: Permanent / Full Time
Working Title: Vendor Authorization & Management Unit Chief	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: Vendor Management Branch / Vendor Operations Section / Vendor Authorization & Management Unit I

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by advancing the health and well-being of California's diverse people and communities. As an employee of the Vendor Management Branch, the incumbent serves as part of a team that provides monitoring, training, and support for and collaboration with grocery vendors statewide that serve the Women, Infants, and Children (WIC) Program families.

The incumbent works under the direction of the Chief, Vendor Operations Section, Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) supervises and directs the day-to-day

operations of the Vendor Authorization and Management Unit I (VAMU I). Maintains knowledge and skills related to specific section tasks, methodologies, materials, tools, and equipment; ensures that all staff complete assignments in a timely and efficient manner and adhere to departmental policies and procedures regarding attendance, leave, and conduct. The manager actively participates as a member of the WIC Division management team.

Special Requirements

- Conflict of Interest (COI)
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel:
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Other:

Essential Functions (including percentage of time)

- 45% Plans, organizes, and directs staff in the case management of WIC retail vendor authorization activities. Directs staff in the implementation of Vendor Management Branch policies, procedures, and regulations. Supervises staff to ensure that state and federal regulations and policy guidelines are accurately interpreted by WIC staff and ensures consistent policy application of WIC retail vendors seeking contract reauthorization. Collaborate, consult, and communicate with external and internal entities. Meets with retail vendors to address complex programmatic and sensitive issues. Responds to inquiries from the State Legislature, United States Department of Agriculture, and other State WIC Programs.
- 30% Collaborates with VAMU II on caseload management to assure consistency in procedures and workload assignments. Coordinates with the Vendor Policy and Regulations Unit on documentation for appeals and retail vendor authorization. Collaborates with units in the Program Integrity and Audits Section and provides documents on vendor related cases, such as email communication, written correspondence, case history, and vendor agreements. Directs meetings regarding possible fraudulent actions; performs complaint analysis with various staff from each section; drafts, reviews, collaborates and implements processes to monitor vendors; and analyzes regulations, rules, and policy as it relates to retail vendors. Collaborate, consult, and communicate with external and internal entities.
- 20% Recruits, interviews, and hires staff; ensures staff complete the mandatory trainings; reviews/approves timesheets, absence requests and completes documentation related to attendance, preventative, corrective, or adverse action when appropriate. Foster an engaged and supported team by using a strength-based approach to determine training needs for new and existing staff; identify and promote continuing staff development and specialized training; evaluate performance of staff in a timely manner; coach and mentor staff in the development of work plans; and monitor work progress. Actively participates on the WIC Management Team and other manager meetings to ensure accountability for performance and outcomes for the WIC program; keeps management apprised of program status and achievements. Collaborates and communicates with

management across the division to discuss, plan, and implement strategies impacting WIC services.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as required (e.g. serve on special committees, coordinate, and participate on special team assignments, etc.).

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

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

Supervisor’s Name:	Date	Employee’s Name:	Date
Supervisor’s Signature	Date	Employee’s Signature	Date

HRD Use Only:
 Approved By: AG
 Date: August 29, 2024.