



## Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)
ENFORCEMENT	STAFF SERVICES MANAGER I	326-275-4800-XXX
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
EMPLOYMENT/ TEAM 2		S01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
POSITION DESCRIPTION		
<p>The Staff Services Manager I (Supervisor) (SSM I) performs a variety of tasks under the direction of the District Administrator (Staff Services Manager II/III) with minimal oversight and substantial authority; may also take direction from the Assistant Deputy Director of Employment. The SSM I serves as a representative of the Department and must exercise good judgment in all interactions with the public by conducting him/herself in an effective and professional manner. The SSM I functions as the lead in a supervisory capacity, coordinating and planning case processing in accordance to Fair Employment and Housing Act, Criminal History, Ralph Civil Rights Act, Unruh Civil Rights Act, Disabled Persons Act, Government Code 11135, State Contractors Human Trafficking, and Sexual Harassment Prevention Training. Duties include, but are not limited, to the following:</p>		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
25%	Supervises case processing and investigative functions, which includes formal and informal case reviews with Staff Services Analyst (G)/Associate Governmental Program Analysts (SSA/AGPA) and Fair Employment and Housing (FEH) Consultant I/II/IIIs {i.e. henceforth collectively referenced as investigators}. Responsible for the quality and quantity of the work product resulting from both intake and investigative work. For example, responsible for the proper drafting of complaint language and service of notices, ensuring that consultants' intake notes are adequate. Monitors complaints not accepted for filing to ensure appropriate judgment was exercised by the investigator. Monitors case processing functions to ensure compliance with departmental requirements, reviews investigative work sheets and plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases. Handles sensitive issues and complaints from the public (District Administrator {Staff Services Manager II} should be involved only in rare circumstances).	
20%	Process and prepare responses for intake appeals, Citizen's Complaints, and the like. Reviews and approves referrals to the Legal Division for the filing of civil complaints; reviews and approves discovery documents; reviews case processing statistics to identify problems/ inefficiency; arranges and conducts conciliation conferences; supervises intake; reviews complaints and supplemental information requests; and coordinates/consults with Legal and Mediation Division staff regarding cases.	
20%	Identify and prepare case referrals for the District Administrator to send to General Counsel. Attends meetings with Legal Division staff and ensures that the investigators properly identify cases to present to the Legal Division and General Counsel. Ensures California Civil Rights electronic case management system is properly utilized and updated accurately by the	



## Duty Statement

	investigators. Conducts monthly aged case meetings to ensure timely investigation of cases.
<b>10%</b>	Responsible for the timely and professional processing of an investigative caseload of sensitive and complex matters. Typically, the SSM I may carry a caseload of up to 30 cases.
<b>10%</b>	Addresses complaints and information requests from internal and external sources, including Department managers, complainants, respondents and/or their attorneys/representatives, the general public, other government agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances; assists in community dispute resolution and assists other staff in dealing with non-compliant respondents and attorneys. Assesses training needs and develops and disseminates training materials. Oversees training and staff development, including but not limited to new employee orientation, staff meetings, individual team meetings, and coordinating training provided by Legal Division staff.
<b>5%</b>	Prepares performance evaluations. Participates with the District Administrator (Staff Services Manager II) in recruiting and hiring staff and monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters; completes monthly/quarterly and audit reports; monitors and adjusts investigator's caseloads.
<b>MARGINAL FUNCTIONS:</b>	
<b>%</b>	<b>TASK/DUTIES</b>
<b>5%</b>	Represents the Department to the public, serves as a liaison to other governmental agencies and community groups, completes public speaking engagements and attends community meetings, as assigned. Responds to queries from the public regarding Departmental activities. Other job-related duties as assigned and necessary for operational continuity.
<b>5%</b>	Oversees District Office plans for energy conservation and emergency preparedness; establishes and monitors office systems.
<b>DESIRABLE QUALIFICATIONS:</b>	
<ul style="list-style-type: none"> <li>• Experience managing or acting in a lead capacity for, but not limited to:           <ul style="list-style-type: none"> <li>➤ Demonstrated experience providing or experience assisting with training and staff development</li> <li>➤ Demonstrated understanding of the progressive discipline process</li> <li>➤ Demonstrated experience management or reviewing the work of others</li> </ul> </li> <li>• Experience conducting investigations and/or analysis that require both gathering facts and then applying legal standards to the evidence</li> <li>• Experience analyzing, interpreting and implementing performance standards required by statute, federal grants, or internal policies/priorities</li> <li>• Experience/knowledge of case management</li> <li>• Experience with computer programs such as Word, Excel, and other database/spreadsheet programs</li> <li>• Experience in community organization work, social group work, or other comparable experience in the human relations, industrial relations, or housing industry fields; or</li> <li>• Experience as a labor or management representative with substantial responsibility for the promotion and implementation of fair employment and/or housing practices within a trade, industry or organization</li> <li>• Ability to speak a second language (bilingual or American Sign Language preferred, but not required).</li> </ul>	
<b><u>Special Personal Characteristics</u></b>	
<p>Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and emotional stability; ability to remain flexible and prioritize emergent tasks as assigned, particularly tasks with impending deadlines.</p>	



## Duty Statement

<b>TYPICAL WORKING CONDITIONS:</b>		
<p>The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation.</p> <ul style="list-style-type: none"> <li>• Requires daily use of a personal computer and related software applications at a workstation.</li> <li>• Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.</li> <li>• Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day.</li> <li>• Requires dependability and excellent attendance records.</li> <li>• May require occasional travel to conduct on-site state business.</li> </ul>		
<b>TELEWORK DESIGNATION:</b>		
<p>The California Civil Rights Department supports hybrid work schedules, including telework days, for employees who can perform their essential functions remotely, as operationally allowed. Travel expenses from your home to your assigned headquarters location is considered a normal commute and are not reimbursable.</p>		
<p><b>The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.</b></p>		
<b>SUPERVISOR STATEMENT:</b>		
<p>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 WITH A COPY OF THIS DUTY STATEMENT.</p>		
<b>SUPERVISOR NAME (PRINT OR TYPE)</b>	<b>SUPERVISOR SIGNATURE</b>	<b>DATE</b>
<b>EMPLOYEE STATEMENT:</b>		
<p>I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.</p>		
<b>EMPLOYEE NAME (PRINT OR TYPE)</b>	<b>EMPLOYEE SIGNATURE</b>	<b>DATE</b>