

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2018)

 Current Proposed

RPA NUMBER 27787	DGS OFFICE or CLIENT AGENCY Business, Consumer Services & Housing Agency (BCSH)	
UNIT NAME Administrative Operations	REPORTING LOCATION 500 Capital Mall, Suite 1850, Sacramento, CA 95814	
SCHEDULE (DAYS / HOURS) Monday-Friday; 8:00am-5:00pm	POSITION NUMBER 338-100-4802-002	CBID M01
CLASS TITLE Staff Services Manager III	WORKING TITLE Assistant Deputy Secretary of Administrative Policy	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Business, Consumer Services and Housing Agency (BCSH) is the California government cabinet-level agency that licenses and regulates over 4 million professionals, businesses, and financial services; funds and facilitates the preservation and expansion of safe, affordable housing; advances statewide collaborative efforts to prevent and end homelessness; and guards and enforces California's civil rights laws.

POSITION CONCEPT

Under the general direction of the Deputy Secretary, Fiscal Policy and Administration (Deputy Secretary), at the Business, Consumer Services, and Housing Agency (Agency), the Staff Services Manager III (SSM III) functions as key advisor and resource to the Agency and the Agency's eleven-member departments on administrative functions (human resources, statewide training, facilities management, contracts and procurement and Fi\$Cal). The position will also provide agency-wide oversight on Equal Employment Opportunity (EEO), Labor Relations and act as the EEO Officer for the Agency, Alcoholic Beverage Control Appeals Board (ABCAB) and the Cannabis Control Appeals Panel (CCAP). Provides planning, direction and management of Agency-wide special projects. Provides oversight, day-to-day direction and supervision to Agency's Administrative Operations Unit (AOU), develops policies and procedures to promote the AOU's goals and objectives.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Provides consultative support and advises on the administrative operations of Agency and the eleven-member departments under Agency by providing expertise and technical direction regarding statewide mandates and changes to statute and/or regulations that may impact departments. Responsible for making recommendations in guiding the efforts of the departments by evaluating the effectiveness of existing administrative policy and providing expertise in the development and implementation of new policy and revisions of existing policy and procedures related to departmental administrative operations, in order to ensure continuity of operations between the Agency and the eleven-member departments. Develops and maintains cooperative working relationships with the eleven-member departments administrative staff to help ensure that their strategic goals and objectives are met. Facilitate, coordinate, and complete administrative drills with eleven member departments for the purpose of responding to Administration directives and requests.
30%	In coordination with Deputy Secretary of Fiscal Policy and Administration, develop and implement,

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PERCENTAGE	DESCRIPTION
	or refine, policies, guidelines, and procedures to improve the efficiency and effectiveness of programs in the Agency and the eleven-member departments to ensure compliance with applicable laws. Respond to and take the lead in resolving the most complex, sensitive, or difficult inquiries from the Deputy Secretary of Fiscal Policy & Administration or other members of the Agency Executive team, control agencies, member departments, and others regarding the program business areas within the Agency Administration Unit. Provide project management of special workload assignments related to these inquiries.
25%	Organize, plan, direct, and provide leadership to the Agency's Administrative Operation Unit (AOU) that is responsible for the successful administration of Agency's business operations, human resources, and other administrative support functions such as personnel management, labor relations, health and safety, asset management, procurement, and contracts. Perform various management responsibilities such as personnel recruitment, hiring and training; communicating expectations to and receiving feedback from staff; develop annual strategic workplans that identify goals, objectives, and priorities; delegate responsibilities; review staff work for accuracy and completeness, and monitor activities for quality control and compliance with laws, rules, regulations, policies, and procedures. Resolve complex issues and assure timely completion of all program requirements. Act as Purchasing Authority Contact and maintain Agency purchasing delegation in coordination with AOU staff.
10%	Serve as labor relations liaison with the Department of General Services Office of Human Resources for Agency. Serve as the Equal Employment Opportunity Officer for Agency, ABCAB, and CCAP. Provides agency-wide leadership to achieve equal employment opportunity in every aspect of employment. Implements, enforces, and monitors all key EEO Program components. Advises staff and management on the development, implementation, and maintenance of discrimination-free policies, procedures, and practices, and ensures a work environment free from discrimination for all applicants and employees, including volunteers, students, and interns. Monitors the agency's policies and procedures on recruitment, examination, hiring, and retention to ensure that no non-job-related barriers or discriminatory practices exist. Brings EEO issues of concern to the appointing power and recommend appropriate action. Monitors, analyzes, and reports on appointments of employees.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Acts as the Deputy Secretary, Fiscal Policy and Administration in their absence.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position may be eligible for a hybrid telework option (up to 3 days telework), in accordance with the Business, Consumer Services and Housing Agency Telework Policy. This position will be required to report to the Sacramento Headquarters Office as required. The successful candidate must reside in California upon appointment.

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You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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