

California Department of Tax and Fee Administration

DUTY STATEMENT

CURRENT
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Career Executive Assignment (CEA), Level B		WORKING TITLE CROS Bureau Chief	
DIVISION/OFFICE/UNIT Technology Services Division/CROS Bureau		SPECIFIC LOCATION ASSIGNED TO	
SEERA DESIGNATION Managerial	BARGAINING UNIT 01	WORK WEEK GROUP E	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	SUPERVISION EXERCISED Yes	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291-487-7500-002	
<i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Chief Information Officer, the CROS Bureau Chief oversees the maintenance and operations of the Centralized Revenue Opportunity System (CROS). The Bureau Chief has full management responsibility for the ongoing support of CROS. The CROS Bureau Chief formulates, recommends and implements department-wide policies with significant impact on all programs impacted and supported by CROS. The incumbent works cooperatively with California Department of Tax and Fee Administration (CDTFA) leadership to refine the CDTFA strategic vision into objectives and concrete measurements, assures CROS embodies the CDTFA business vision, goals, objectives, policies and procedures as reflected in business requirements, and responsible for ensuring compliance with the CDTFA policies, standards, and strategic directives. The CROS Bureau Chief will represent the CDTFA in ongoing contracts related to CROS with the Department of Technology, Department of Finance, State control agencies, Legislature, advocate and constituents and statewide organizations on matters concerning the work of CROS.			
Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
40%	<u>ESSENTIAL JOB FUNCTIONS</u> Plans, organizes and directs all activities associated of the CROS Bureau including the development of sensitive and complex policies and procedures to ensure successful design, development of enhancements and maintenance of CROS. Performs strategic planning, implementation, conversion, acquisition, design and maintenance of software and infrastructure. Integrates new policies, processes, and procedures with existing policies, processes, and procedures to ensure mission critical business needs are met. Coordinates the creation and implementation of a structured change management approach to ensure minimal disruption to services.		
30%	Plans, directs, and coordinates the work of cross-functional teams, subject matter experts, and contractors. Oversee activities of CROS to ensure goals and objectives are accomplished within prescribed time frame and funding parameters. Provides oversight for scope management, change control, strategic planning, issue management, and risk management.		
20%	Provides ongoing review, approval and acceptance of significant deliverables including system solutions, and components to be implemented as a production system.		
10%	Responsible for the implementing a structured change management approach to facilitate the transition of impacted individuals, teams and CDTFA from its current state to the desired state, a communication plan and reporting process that will ensure clear and consistent communication with key stakeholders.		
WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):			
Work Environment:			
<ul style="list-style-type: none"> May work in a high-rise building 			

Physical Abilities:

- Ascend/descend stairs, ladders, and function in confined working areas.
- Move, bend, or reach while in the process of installing or relocating personal computers or other data communication equipment.

Additional Requirements/Expectations:

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I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE
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I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE
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HRB Approval Date: 3/24/2025	C&P Analyst Initials: AB
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