

DUTY STATEMENT

Employee Name:	Position Number: 580-510-4802-909
Classification: Staff Services Manager III	Tenure/Time Base: Permanent / Full Time
Working Title: WIC Systems Integration Branch Chief	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch

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 serving as the Staff Services Manager (SSM) III, Chief for the WIC Systems Integration Branch to advance the health and well-being of California's diverse people and communities. As the Chief of the WIC Systems Integration Branch, the Staff Services Manager (SSM) III leads a team that provides support and management for WIC's various electronic systems and provides support and communication to WIC families, local agencies, authorized vendors, division staff, and technology partners.

The incumbent works under the general direction of the Division Chief, Career Executive Assignment (C.E.A.), and manages the Branch which includes the WIC Systems Support Section and the WIC Change Management Section. The SSM III will effectively manage the resources in the Branch and institute system and process improvements related to Branch operations, customer service, training, and change management. The SSM III will collaborate with the WIC Senior Leadership Team to evaluate the impact of proposed initiatives and policies as well as develop or recommend strategies and policies that impact WIC's systems. The SSM III collaborates with WIC subject matter experts, technical partners, and contractors to assess, guide, and deliver system and process changes to improve services to WIC participants, such as online shopping and two-way chat, and to reduce staff inefficiencies and frustration interacting with technology systems. The SSM III has managerial responsibility for understanding, organizing, directing, planning, and implementing program priorities in the Branch. The SSM III actively participates as a member of the WIC Division Senior Leadership Team and 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)

- 25% Advises the Division Chief, WIC Senior Leadership Team, Center for Family Health, and WIC managers on strategies for the identification, clarification, and simplification of work processes to improve staff and system efficiency and effectiveness in providing services to WIC families. Represents the WIC Division in meetings with other representatives from the Department and other agencies including the United States Department of Agriculture (USDA), other state WIC and nutrition program directors, and officials from WIC local agencies. Communicates with the USDA and National WIC Association about new technologies and requirements and represents California's perspective; participates in national workgroups, pilots and meetings to modernize WIC services. Attends legislative hearings and briefings and may be called upon to provide written and/or oral summaries or detail.
- 25% Facilitates regular and frequent meetings with internal and external customers to evaluate, understand, and exchange information and to make recommendations and reach decisions relative to customer technology requests and needs. Works with the WIC WISE/WIC App contractor, the EBT contractor, other technology contractors, CDPH Information Technology Services Division (ITSD), and California Department of Technology (CDT) to ensure systems and services meet the state's needs and requirements; enhances the WIC participant experience through the use of customer-friendly technology; and improves the technical tools used by WIC staff to better serve participants, vendors and WIC local agencies. Oversees the operations of the WIC Systems Governance Board which reviews, approves, and prioritizes technology system changes to improve WIC; provides expert consultation to Board members; provides leadership to Branch staff to improve the change management process and tools. Manages multi-million-dollar technology contracts; ensures that contractors develop and update technology management and operations (M&O) project plans; collaborates with CDPH/ITSD, CDT, and other partners to procure technology contracts to support the WIC program.
- 20% Plans, organizes, and provides leadership and guidance necessary to the WIC Systems Support Section Chief and the WIC Change Management Section Chief. Provides technical assistance necessary to complete the more complex and highly sensitive assignments. Establishes reasonable deadlines and monitors staff's workload to ensure work is complete, accurate, and timely. Collaborates and consults with management on staff development needs and supports division-wide strategic planning. Edits and provides final review of reports, position papers, press releases, bill analyses, presentations, and articles for publication.
- 20% Performs hiring and onboarding activities (e.g., screening, interviewing, employee development) to fill positions and ensure adequate staff levels and expertise. Ensures staff completes the mandatory trainings; reviews/approves timesheets, absence requests, and completes documentation related to attendance, preventative, corrective, or adverse action, when appropriate. Fosters an engaged and supported team by using a strength-based approach to determine training needs for new and existing staff; identifies and promotes continuing staff development and specialized training; evaluates performance of staff in a timely manner; coaches and mentors' staff in the development of work plans; and monitors work progress.

Actively participates on the WIC Senior Leadership Team and other manager meetings to ensure accountability for performance and outcomes for the WIC program; keeps WIC management apprised of major program status and achievements. Collaborates and communicates with management across the division to discuss, plan, and lead program strategies impacting WIC services.

Marginal Functions (including percentage of time)

- 5% Serves on special committees, coordinates, and participates on special team assignments. Initiates and leads meetings with staff and internal and external customer, prepares reports, and apprises the Division Chief of projects and assignment status.
- 5% Performs other job-related duties as assigned.

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: April 22, 2025.