

DUTY STATEMENT

ASD 045 (REV. 7/2019)

CURRENT

PROPOSED

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Revision Date: 10/1/2019

1. POSITION INFORMATION		
A. Position Number:	B. Classification Title:	C. CBID:
817-261-4800-001	Staff Services Manager I	S01
D. Division:	E. Branch/Section/Unit:	F. WWG:
Child Support Services	Statewide Training Branch/ Statewide Training Section/Curriculum Development Unit	E
G. Working Title:	H. Employee Name:	I. Effective Date:
Curriculum Development Manager		Click or tap to enter a date.
2. POSITION REQUIREMENTS		
A. Special Requirements: <i>Check All That Apply</i>		
<input checked="" type="checkbox"/> Physical Requirements (Attach HSS 465-A) <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Bilingual Fluency (Non-English Language) – Specify Below <input checked="" type="checkbox"/> Other – Specify Below		
B. Special Requirements Description, as applicable:		
This position requires a knowledge of adult learning theory, the ability to engage participants through a variety of learning platforms, the ability to work productively and professionally with subject matter experts, and the visionary leadership to bring a project from genesis to completion timely.		
C. Conflict of Interest Required (Gov. Code 37300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
This position is designated under the Conflict of Interest Code. This 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.		
3. SUPERVISION		
A. Supervision Received:		
Incumbent reports directly to the Staff Services Manager II in the Statewide Training Section.		
B. Supervision Exercised:		
Incumbent directly supervises staff in the Curriculum Development Unit.		
4. DUTIES AND RESPONSIBILITIES OF THE POSITION		
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS		
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.		
GENERAL STATEMENT		
Under general direction and supervision of the Staff Services Manager II (SSM II) [Supervisory] of the Statewide Training Section, the Staff Services Manager I (SSM I) is responsible for supervising subordinate staff responsible for the development of child support programmatic curricula for classroom and web-based training to meet the educational needs of child support professionals and stakeholders in the California Child Support Program.		

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
ESSENTIAL FUNCTIONS	
IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input type="checkbox"/> Business Technology Mgmt. <input type="checkbox"/> Client Services <input type="checkbox"/> Software Engineering <input type="checkbox"/> Information Security <input type="checkbox"/> IT Project Mgmt. <input type="checkbox"/> System Engineering
25%	Provides leadership and guidance to staff responsible for analyzing training needs. Prepares presentations, creates modern visual training materials and communication elements, and provides professional consulting services in collaboration with subject matter experts and stakeholders. Performs research and documentation to create high quality training content for internal and external customers in a variety of formats to ensure successful knowledge transfer.
25%	Provides leadership and guidance to staff responsible for oversight of curriculum development workgroups consisting of local child support agencies (LCSAs) trainers and subject matter experts. Develop written and visual training content for classroom and synchronous and asynchronous modules covering a variety of Child Support Program content. Coaches staff and subject matter experts on working collaboratively to produce effective, interactive, engaging, and relevant trainings using modern training techniques.
20%	Coaches and develops staff in the areas of unit responsibility. Serves as adult learning theory subject matter expert, module and webinar software expert, and editor/writing and graphics expert. Prepares recommended solutions from research on training program issues.
15%	Tracks completed staff work by gathering and compiling statistical data into spreadsheets. Completes various statistical reports for DCSS management and executive review related to the Learning Management System (LMS). Leads workgroups and projects related to assigned unit and branch activities.
10%	As part of the DCSS management team, assists in the development, administration, and implementation of State and federal policies and procedures by developing online learning modules to educate and keep stakeholders informed.
MARGINAL FUNCTIONS	
5%	Performs other duties, including but not limited to, acting for the Section Manager and Branch Chief as necessary. Interviews and hires job applicants. Attends meetings and assists with planning and facilitation of the bi-monthly Training Coordinator Forum conference call and other miscellaneous duties as needed.
5. WORKING ENVIRONMENT AND CONDITIONS	
Requires the ability to triage and prioritize issues related to unit activities, such as end user issues encountered in the LMS. Two story building with standard office modular workspace. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings in designated areas. The position requires occasional travel to off-site meeting locations, conferences, or training. The work environment is fast paced, can be demanding and/or stressful, and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. May require periodic work during	

non-standard hours and during weekends to meet workload needs and/or to support and supervise staff who work during these hours.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Incumbent is expected to work independently while obtaining general direction from their supervisor. The incumbent is expected to clearly and effectively communicate expectations to staff, clearly disseminate information for staff and management, keep management apprised of key issues, provide input for improvement within the Branch, and demonstrate professional and excellent work habits, serving as a role model for subordinate staff. Poor judgment, inadequate research, failure to analyze issues, or taking inappropriate action can create a liability for DCSS.

B. Personal Contacts:

Daily contact with all levels of DCSS employees, representatives and customers of LCSAs, courts, third party vendors, and other state agency personnel, and occasional and limited contact with the public.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

Incumbent is responsible for ensuring efficient and effective operations, policies, and procedures within the Curriculum Development Unit. Establishes high-quality standards for training products while maintaining a discrimination and harassment free workplace.

7. ACKNOWLEDGEMENTS

A. **Employee's Acknowledgment:** *I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others. I have received a copy of the duty statement.*

I can perform these duties with or without reasonable accommodation:

- Yes
 No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Wellness and Safeguards Unit.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. **Supervisor's Acknowledgment:** *I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.*

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	