

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revised 9/2019)

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| Classification Title Staff Services Manager I | Board/Bureau/Division Contractors State License Board (CSLB/Board) / Licensing Division |
| Working Title Licensing Manager | Office/Unit/Section / Geographic Location License Maintenance and Transactions / Sacramento |
| Position Number 622-201-4800-002 | Name and Effective Date |

General Statement: Under the general direction of the Contractors State License Board's Chief of Licensing Division (CEA A), the Staff Services Manager I (SSM I) plans, organizes, and directs a variety of Licensing functions at the CSLB. The SSM I supervises a multi-disciplinary group of professionals, semi-professional and a large program support unit. Duties include, but are not limited to the following:

A. **Specific Assignments [Essential (E) / Marginal (M) Functions]**

45% (E) **Supervision and Staff Development**

Plan, organize, and direct all program activities of the Division of Licensing's Experience Verification, Bonds, Renewals, License Modification and Workers Compensation and License Classification Units. Oversee the operational functions of the CSLB's Licensing Maintenance and Transactions programs. Provide direction and guidance to staff assigned to respond to inquiries of License Classification matters from the Attorney General's Office, District Attorney's Office, Legislative Offices, licensure applicants and general public. Act as a technical resource and subject matter expert to staff on information regarding rules, regulations, and procedural changes. Provide guidance and training as needed for License Classification staff for experience verification reports as they pertain to Statements of Issues submitted to Administrative Law Judges. (20%)

Provide guidance and direction to line supervisors in matters such as employee performance and corrective action to ensure procedures and policies are followed. Establish and assist line supervisors in developing performance standards, goals, and objectives. Provide direction to subordinate supervisors concerning policy development priorities and their goals and objectives. (15%)

Review and evaluate monthly reports submitted by line supervisors on staff performance in order to ensure the level of processing and statistical studies validating Board Standards are being met. Provide staff with the appropriate tools, training, and the sharing of information to meet desired expectations. (10%)

40% (E) **Program Management**

Independently perform the most sensitive and complicated program assignments such as workload analysis and process evaluation. Oversee the development of program studies that are used by upper level management as a means to assess and improve the CSLB's licensing operations. Examine and evaluate workload statistics in order to monitor the Licensing Maintenance and Experience Verification processes. Develop and implement new and continuous process improvements. (15%)

Serve as a member of Senior Staff representing the Board's licensing programs to consumers, industry, and other governmental entities. Perform expert staff research as required by the Licensing Chief for Licensing Committee and Board meetings. Provide statistical research for the purpose of workload and program evaluation to the Chief and other senior management. Provide information and statistical data for budget, personnel, and business service's needs. (15%)

Develop and implement strategies for improving operational efficiency and effectiveness. Evaluate program direction and make recommendations to the Chief regarding program activities. Monitor the quality and quantity of work produced by staff through reviews of statistical reports and other relevant data. Establish and maintain effective cooperative relations with department staff and other governmental agencies. (10%)

15% (E) Policy and Procedural Development

Advise and consult with the Chief regarding the interpretation of technical policy and legislation. Formulate, implement, and interpret Board and program policies and procedures. Ensure policy issues are properly developed and implemented in order to assist the Division in meeting its mission and strategic goals. Assist the Chief in the development and implementation of the business strategic plan for the Division which outlines the goals the Division seeks to accomplish in the future. Identify the need for procedural changes; determine alternatives, develop training, develop recommendations, and identify strategies for potential policy changes. Develop, write, revise, and implement procedural changes required by policy and/or legislative changes.

B. Supervision Received

The SSM I is under the direction of the Chief of Licensing (CEA A).

C. Supervision Exercised

The SSM I provides supervision to professional, semiprofessional, clerical and program technician staff.

D. Administrative Responsibility

The SSM I is responsible for managing the staff and fiscal resources of the Licensing and Examination Division's Maintenance and Transaction units.

E. Personal Contacts

The SSM I has frequent contact with Board management to assess operational needs; occasional to frequent contact, which may be of a sensitive nature, with a variety of other state agencies to identify and develop solutions to problems that affect licensing operations on a statewide basis; daily contact with division management for assignments and direction.

F. Actions and Consequences

The SSM I position is critical to the operational effectiveness and recommendations that the Staff Services Manager will make to the Chief of Licensing will assist California consumers.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone are

essential. Movement is consistent with office work and requires the incumbent to frequently remain in a stationary position and move about inside the office. The incumbent must also position self to perform a variety of tasks.

H. Other Information

Incumbents in this position will be required to submit fingerprints to the Department of Justice for criminal history background clearance and be cleared before hiring.

Conflict of Interest (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (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 discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name, Classification

Approved: 4/2024 HM