

California Department of Tax and Fee Administration

DUTY STATEMENT

CURRENT
 PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Staff Services Manager I (Supervisor)		WORKING TITLE Medical Management Services Supervisor	
DIVISION/OFFICE/UNIT Admin/HRB/Medical Management Services Section		SPECIFIC LOCATION ASSIGNED TO Sacramento Headquarters Office	
SEERA DESIGNATION Supervisory	BARGAINING UNIT S01	WORK WEEK GROUP E	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	BILINGUAL POSITION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	SUPERVISION EXERCISED Yes	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291-331-4800-022	
<p><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></p>			
<p>POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS</p> <p>Under direction of the Staff Services Manager (SSM) II, the SSM I supervises the Medical Management Services Unit (MMSU) of the Human Resources Bureau (HRB). The unit is responsible for providing technical expertise, guidance, assistance, and support to all employees at the California Department of Tax and Fee Administration (CDTFA) and the Board of Equalization (BOE), including managers and supervisors, for matters relating to a variety of health and safety issues. The SSM I ensures that the MMS performs its functions in accordance with State and Federal statutes, regulations, policies and procedures in the administration of the following program areas: Catastrophic (CAT) Leave, Employee Assistance Program (EAP), Ergonomic Program, Family and Medical Leave Act (FMLA)/California Family Rights Act (CFRA), Industrial Disability Leave (IDL), Health and Safety Committee (HSC), Injury and Illness Prevention Program (IIPP), Leave of Absence (LOA), Nonindustrial Disability Insurance (NDI), Occupational Health and Safety, Pregnancy Disability Leave (PDL), Reasonable Accommodation (RA), State Disability Insurance (SDI), and Workers' Compensation (WC).</p> <p>Candidate must be able to perform the following essential job functions with or without reasonable accommodation.</p>			
PERCENTAGE OF TIME SPENT	DUTIES		
40%	<p><u>ESSENTIAL JOB FUNCTIONS</u></p> <p>The SSM I is directly responsible for the supervision and review of assignments of team members who provide administrative support to all programs under MMSU; establishes and communicates unit goals, objectives, and priorities; monitors workload and assignments, reviews work results, assesses team member performance, and provides training as needed. Evaluates and provides feedback to team members to aid in their professional development and ensure performance objectives/standards are met.</p>		
30%	<p>Works closely with State Compensation Insurance Fund (State Fund) and other state agencies to address Workers' Compensation case management and settlement issues; facilitates meetings with State Fund to ensure Workers' Compensation cases are handled timely and accurately. Analyzes and interprets various labor code laws and regulations and procedures including consulting with managers, supervisors, and legal counsel to bring closure to various medical-related cases. Assists the SSM II in reviews for approval on all Workers' Compensation settlement authority. Assists the SSM II with the most sensitive or difficult projects that have a major impact on the department's medical management program areas and provides consultative services to all levels of management relating to medical and leave of absence issues.</p>		

20%	Assists the SSM II with the most complex special studies/projects upon management request to analyze MMS activities in meeting operational goals. Researches, develops, and provides written reports related to Medical Management Services issues. Prepares various written documents to provide information and/or direction on issues related to departmental programs and services as needed. Responds to internal/external correspondence. On behalf of the SSM II, acts as a liaison with control agencies staff; applies and interprets state, federal, and civil service laws, rules, regulations, policies, and procedures as related to health and safety programs. Attends the Workers' Compensation monthly management meetings for large departments. Attends HRB managers' meetings and conducts bi-weekly meetings with the MMSU team to keep team members apprised of any issues and address any concerns.
5%	Prepares a variety of correspondence to departmental team members. Performs special projects and attends training classes as required. Acts for the SSM II in Medical Management Services in their absence.
5%	<u>MARGINAL JOB FUNCTIONS</u> Performs other job-related duties as required.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):

Work Environment:

- This position is located in a high-rise building.
- Fast paced environment.

Physical Abilities:

- Ability to remain in a stationary position for extended periods of time.
- Ability to use a personal computer, telephone, and other modern office equipment.

Additional Requirements/Expectations:

- Travel may be required up to 10% of the time.
- Ability to maintain consistent attendance.
- Ability to demonstrate excellent written and verbal communication skills.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to act independently, be flexible, and demonstrate tact and open-mindedness.
- Develop and support an inclusive environment for all employees.

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: 10/12/21	C&P Analyst Initials: JC
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