STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT

Name         Classification Name   Position Number
Vacant       Staff Services Manager II (Supervisory)  326-103-4801-001

Division/Unit Date  Prior Pos. # (if applicable)
Executive Programs/ 6/14/22
Quality Assurance & Reporting

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the general supervision of the Assistant Deputy Director, the Staff Services Manager II (SSM II) serves as manager of the Department’s Quality Assurance and Reporting Unit (QARU). The QARU is comprised of two sections: Public Records Act (PRA) and Appeals and Reporting. The SSM II ensures that administrative appeals, public records requests, and other QARU functions are processed timely and accurately. The SSM II also assists the Assistant Deputy Director with investigating Equal Employment Opportunity (EEO) complaints and any other EEO related duties. The SSM II duties include, but are not limited to the following:

Essential Functions

25% Manage staff and oversee the PRA section’s process for processing and responding to public records requests, including, but not limited to, conducting legal research and analysis, and providing guidance to staff. Work with executives, managers, and staff across the Department to ensure that information is provided in accordance with DFEH’s PRA policy and applicable law. Ensure effective functioning of the PRA process.

20% Manage staff and oversee the Appeals and Reporting section procedures for processing and responding to administrative appeals, including, but not limited to, conducting legal research and analysis, providing guidance to staff, reviewing staff’s mediation referral requests to DFEH’s Dispute Resolution Division, and providing feedback to the Enforcement Division. Respond to citizens’ complaints and requests for information or assistance from external stakeholders, including the Governor’s Office, the Business, Consumer Services and Housing Agency, the Legislature, members of the public, parties to DFEH cases, governmental agencies, and others.

15% Manage all tracking and reporting of departmental performance measures and program data, including ensuring that mechanisms are in place to gather needed data and supervising staff in tracking and analyzing data and preparing reports. This includes, but is not limited to, the Department’s annual report to the legislature (as it relates to QARU-related data), reports to federal partners, including the U.S. Equal Employment Opportunity Commission (EEOC) and the U.S. Department of Housing and Urban Development (HUD), monthly reports to the Assistant Deputy Director, appeal related reports to the Enforcement Division, and other ad hoc reporting.

10% Continuously evaluate departmental operations due to requests received from external stakeholders and suggest improvements to DFEH Executives. Evaluate content or outcome of complaints and appeals to identify and recommend potential program improvements, including staff training needs, education and outreach activities, and streamlining of processes.
10% Assist the Assistant Deputy Director in investigating and responding to EEO complaints filed internally or with the EEOC, as well as assist in conducting an annual workforce analysis, and reviewing departmental hiring and promotion practices.

10% Establish the overall goals and priorities for the QARU, and ensure staff have the information, training, and tools they need to effectively meet the goals and priorities. This includes providing ongoing feedback and coaching to staff and conducting annual performance reviews.

Marginal Functions

5% Review and process U and T Visa certification requests.

5% Other job-related duties as assigned.

Desirable Qualifications

- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA).
- Experience in or knowledge of the California Public Records Act.
- Experience in or knowledge of DFEH appeals process, complaint process, investigative techniques, and/or settlement of complaints.
- Experience in or knowledge of DFEH public records process.
- Experience working as a project leader or coordinating efforts of representatives on projects.
- Experience leading groups in meeting monthly goals.
- Exceptional communication skills, both verbal and in writing.
- Ability to communicate effectively and establish and maintain cooperative working relationships with co-workers and members of the public and display excellent customer service skills.
- Ability to operate a computer and knowledge of Excel and Word software programs.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instruction and established procedures.
- Ability to gather and analyze facts and evidence, reason logically, draw valid conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to synthesize information to identify patterns across multiple cases.
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- Ability to exercise tact, discretion, and good judgment.
- Ability to prioritize multiple assignments with competing deadlines.
- Ability to speak a second language (bilingual) or American Sign Language.

Work Environment, Physical, or Mental Abilities

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation. The following abilities are required:

- Effectively handle stress
- Work in a fast-paced environment
- Effectively manage many projects simultaneously
- Daily use of a telephone and computer for up to 6.5 to 7 hours per day
- Prolonged sitting and/or standing at a desk for 6.5 to 7 hours per day
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties
- Punctual and excellent attendance
- Travel around the state to attend events, meet with stakeholders, and visit other DFEH offices

**Working Conditions**
The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions associated with this job.

**Supervision Received**
The SSM II (Supervisory) receives general supervision from the Assistant Deputy Director and may receive direction from the Deputy Director of Executive Programs, the Chief Deputy Director, and Director.

**Supervision Exercised**
The SSM II (Supervisory) is the principal supervisor over assigned Staff Services Manager I’s, Fair Employment and Housing Consultant III’s, Associate Governmental Program Analysts, and Staff Services Analysts.

**Personal Contacts**
The SSM II (Supervisory) presents information and interacts with a broad range of external stakeholders, including complainants, respondents, the Business, Consumer Services and Housing Agency; the Governor’s Office; members of the Legislature; other California State departments and agencies; federal, other state, and local agencies; and organizations and groups representing employers, employees, housing providers, tenants, businesses, consumers, communities, or others.

**Actions and Consequences**
The SSM II (Supervisory) must exercise good judgment in all interactions with external stakeholders as well as with internal executives, managers, and staff; must be able to act proactively and independently; and must conduct themselves in an effective and professional manner. Must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the laws governing Public Record Act requests, and reasonable accommodations, any Departmental rules, and any directions received from Departmental management personnel. Failure to properly perform these duties could result in the inefficient and ineffective operation of the Unit and create liability or negative consequences for the Department.

**Certification of the Employee**
I have read and understand the duties as described above for the SSM II (Supervisory). I meet the job requirements as described above and can perform the essential functions with or without a reasonable accommodation.

____________________________             __________________
Employee’s Signature    Date

____________________________             __________________
Supervisor’s Signature    Date