STATE OF CALIFORNIA
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
DUTY STATEMENT

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Classification Name</th>
<th>Position Number</th>
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<tbody>
<tr>
<td>Vacant</td>
<td>Staff Services Manager II (Supervisory)</td>
<td>326-205-4801-002</td>
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<tr>
<th>Division/Unit</th>
<th>Date</th>
<th>Prior Pos. # (if applicable)</th>
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<tr>
<td>Enforcement/Communication Center</td>
<td>6/16/2022</td>
<td>326-312-5393-705</td>
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**SUMMARY OF DUTIES AND RESPONSIBILITIES**

Under the general supervision of the Deputy Director of Enforcement, the Staff Services Manager II (SSM II) plans, organizes, and directs the operation of the Department’s Communication Center by responding to complaints of violations of the Fair Employment and Housing Act, the Equal Pay Act, the Unruh Civil Rights Act, the Ralph Civil Rights Act, Civil Code section 51.9, the Disabled Persons Act, the CA Trafficking Victim Protection Act, and other laws prohibiting discrimination. Duties include, but are not limited to the following:

**ESSENTIAL FUNCTIONS:**

25% Supervises all Communication Center functions, including managing the Department’s primary call center for both English and Spanish speaking callers and managing the Department’s primary contact email inbox, ensuring the public receives accurate and timely responses to their inquiries. Manages incoming and outgoing mail at the headquarter office in Elk Grove for the Enforcement Division. Processes paper intake forms and Right-to-Sue requests and other clerical support tasks. Monitors processing functions to assure compliance with Departmental requirements. Consults/coordinates with Enforcement management regarding case-related issues.

25% Administers all supervisory functions over the Communication Center staff. Completes performance evaluations for all staff in a timely manner. Manages the budgetary allotment for assigned staff and approves expenditures for supplies, etc. Recruits, hires, and monitors staff attendance. Develops and oversees Corrective Action Plans and disciplinary matters. Reviews efficiency and performance of Communication Center staff; troubleshoots the more complex emerging issues and works with the Deputy Director on recommendations for change. Completes monthly/quarterly audit reports, monitors and adjusts workloads, as warranted. Oversees training and staff development of assigned staff for new and existing staff members.

20% Addresses complaints and requests for information received from within and outside the Department, including Departmental managers, complainants, respondents, attorneys and/or representatives, the public, other governmental agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances; assists in dealing with recalcitrant respondents and attorneys.

20% Serves as the Department’s Language Access and Disability Accommodation (ADA) Coordinator. Ensures the public has full and equal access to the Department’s services, programs, and information. Monitors and reviews the work of contractors/partners and reviews case processing functions to ensure compliance with Departmental requirements. Addresses complaints/grievances following the Department’s grievance procedure. Completes monthly/quarterly/annual reports.
10% Represents the Department by serving as a liaison to other governmental agencies and community groups. Attends public speaking engagements and community meetings. Responds to queries from the media, Legislators and/or their staff, and the public regarding the Department’s activities.

**DESIRABLE QUALIFICATIONS:**

- Demonstrated ability to interface effectively with community groups and the general public to promote their support and practice of fair employment and housing principles.
- Demonstrated expertise in applying pertinent statutes, regulations, and theories of discrimination and principles of case analysis to the investigation of discrimination complaints.
- Experience managing or acting in a lead capacity for, but not limited to:
  - Demonstrated experience providing or experience assisting with training and staff development
  - Demonstrated understanding of the progressive discipline process
  - Demonstrated experience managing or reviewing the work of others
- Experience/knowledge of case management.
- Being flexible and adapting to changing priorities in a fast-paced environment.
- Ability to propose workable solutions in a tactful, constructive manner with staff at all levels of the organization.
- Strong interpersonal, analytical, verbal, and written communication skills.
- 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.

- Requires daily use of a phone, computer and related software applications at a workstation.
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and or standing at a workstation for 6.5 to 7 hours per day.
- Requires dependability and excellent attendance records.
- May require occasional travel to conduct on-site state business.

**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 Staff Services Manager II receives general supervision from the Deputy Director of Enforcement.

**SUPERVISION EXERCISED:**

The Staff Services Manager II is the principal supervisor over the Department’s Communication Center.
PERSONAL CONTACTS:

The Staff Services Manager II has daily contact with management and staff, complainants, respondents, representatives of complainants and respondents, other government agency representatives, and, periodically, community and employer groups, the media, and Legislators and/or their staffs.

ACTIONS AND CONSEQUENCES:

The Staff Services Manager II must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department’s Enforcement Directives, Administrative Manual, Supervisor’s Manual, Clerical Manual, Case Analysis Manual, Pre-Accusation Discovery Manual, and any directions received from Departmental management personnel. The Staff Services Manager II interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. Must appropriately communicate information of a sensitive nature. The Staff Services Manager II is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. Failure to use good judgment in case processing and/or the timely processing of complaints could result in the rights of complainants and/or respondents being jeopardized and/or compromised.

CERTIFICATION OF THE EMPLOYEE:

I have read and understand the duties as described above. I meet all job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

Employee’s Signature ___________________________ Date ___________________________

Supervisor’s Signature ___________________________ Date ___________________________