

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Staff Services Manager III	<i>Branch Chief of Operations & Policy Implementation</i>
NAME OF INCUMBENT:	POSITION NUMBER:
Vacant	283-401-4802-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
<i>Click here to enter text.</i>	Curtis Notsinneh
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Operations & Policy Implementation	Exempt H
BRANCH:	REVISION DATE:
California Workforce Development Board	10/18/2022
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
None	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
<p>Under the general direction of the Chief Deputy Director, the Staff Services Manager III (SSM III) provides leadership and direction in the administration of the Operations & Policy Implementation (OPI) Branch. The incumbent is responsible for planning, organizing, directing, and evaluating all policy development and activities of staff engaged in the four sections within the OPI Branch: Finance and Business Services, Human Resources and Communications, Grant Development, Selections, and Agreements, and Information Technology.</p> <p>Develops Division training plans for onboarding and ongoing professional development of branch managers and staff. Develops and implements continuous process improvements for the branch, and oversees the development, training, and implementation of technology, including processes, procedures, and training to streamline work in the branch.</p> <p>At the discretion of the Executive Directorate, the incumbent represents the CWDB on inter-agency and interdepartmental work teams and committees for the purpose of furthering the implementation of a statewide workforce development framework.</p>	

Percentage of Duties	Essential Functions
20%	<p>Engages with the CWDB's partners including the Employment Development Department (EDD), Department of Finance (DOF), California Department of Human Resources (CalHR), and other various partners on various projects and provides cross-agency leadership and coordination while building working relationships with subject matter experts and stakeholders.</p> <p>Collaborates with other CWDB branch managers and the Executive Team staff on coordination and communication activities across branches to align processes and procedures and resolve elevated issues by ensuring internal branch coordination and alignments by developing roles, responsibilities, processes, procedures, and protocols for the CWDB.</p> <p>Provides policy oversight, leadership and direction to the OPI Branch. Ensures that OPI's policies and procedures are administered in compliance with state law, rules, and departmental policy. Ensures that OPI/CWDB's documented processes for succession planning, training, and clarity for all CWDB staff are aligned with agency laws, rules, and departmental policy.</p> <p>Collaborates with the Chief Deputy Director and the CWDB's Executive staff on strategic implementation of department goals to ensure project estimation, timelines, and coordinated strategies within the CWDB and across Agency departments are met.</p>
15%	<p><u>Finance and Business Services</u></p> <p>Plans, organizes, directs, and evaluates the work of management and staff responsible for activities in the Finance unit to ensure operational support is provided to all CWDB staff in the areas of procurement, preparation of the department's annual budget and future year projections, and ensuring staff are equipped to fulfill Department of Finance and other budget drills, reports, and audits.</p> <p>Plans, organizes, directs, and evaluates the work of management and staff responsible for activities in the Business Services unit which include but are not limited to facilities management, travel coordination for staff and board members, and contract creation and management.,</p>
15%	<p><u>Human Resources and Communications</u></p> <p>Plans, organizes, directs, and evaluates the work of management and staff responsible for activities in the Human Resources unit to ensure operational support is provided to all CWDB staff in the areas of hiring and recruitment, personnel issues, and onboarding and separations of CWDB staff.</p> <p>Plans, organizes, directs, and evaluates the work of management and staff responsible for activities in the Communications unit which include but are not limited to the creation and evolution of a CWDB Strategic Communications Outreach Plan, maintenance and upgrades to the department website, social media campaigns, document remediation, and policy writing.</p>

15%	<p><u>Grant Development, Selections, and Agreements</u> Plans, organizes, directs, and evaluates the work of management and staff responsible for activities in the Grant Development & Selections unit and Grant Contracts unit to ensure operational support is provided to all CWDB staff.</p> <p>Leads the development of each unit for policy development, processes, and ensures compliance with all applicable State and Federal laws that govern grant management.</p> <p>Advises CWDB Executive leadership, external stakeholders and partners regarding workforce development strategies, and state, regional, and local implementation of the CWDB priorities and initiatives.</p>
15%	<p><u>Information Technology</u> Plans, organizes, directs, and evaluates the work of staff responsible for activities in the Information Technology unit to ensure operational support of copiers and printers, personal laptop computers, and networks is provided to all CWDB staff.</p> <p>Advises CWDB Executive leadership about technical issues, coordinates strategies and plans around information security, maintenance of the departments continuity plan, emergency protocols, expansion of SalesForce and other software and hardware solutions.</p> <p>Serves as the Chief Information Officer (CIO) to develop the Information Technology Recovery Plan, conduct disaster and recovery analysis, planning, implementation and administration for systems.</p>
15%	<p><u>Administrative and Personnel</u> Ensures the success of the branch by working with managers to establish work plans, track progress of deliverables, and provide day-to-day supervision and mentorship in accordance with appropriate bargaining unit contracts and the California Department of Human Resources (CalHR) laws and rules.</p> <p>Reviews staff performance, prepares timely probationary reports, develops individual development plans, and issues corrective action materials as necessary.</p> <p>Ensures the continuous professional development of staff by scheduling regular individual staff and team meetings, informs staff of appropriate trainings, and provides the most current personnel resources.</p> <p>Participates in the recruitment process by developing and editing position statements, conducting hiring interviews, and retaining complete hiring packages.</p>
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist

Civil Service Classification
Staff Services Manager III

Position Number
283-401-4802-976

Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist	
Other: <i>Click here to enter text.</i>		
Type of Environment: <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
Interaction with Customers: <input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
Directly – 3 SSM IIs, 1 ITS II, 1 ITA, 1 OT; Indirectly – 6 SSM Is, 19 SSA/AGPAs, 1 ABA, 2 SAs		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
7. HRSD USE ONLY		
Personnel Management Group (PMG) Approval		
<input type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.		
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file