

**DUTY STATEMENT
CEA LEVEL A**

DEPUTY DIRECTOR, OPERATIONS SERVICES DIVISION

CALIFORNIA GAMBLING CONTROL COMMISSION

Under the administrative direction of the Executive Director of the California Gambling Control Commission (Commission), the Deputy Director of the Operations Division (OSD) will serve as the chief policy maker, responsible for directly influencing policies, procedures, rules, guidelines, and principles formulated specifically for the Commission. The incumbent will plan, organize, and have direct decision making authority of activities associated with the following OSD units and programs: Administrative Services Unit (Human Resources, Budgets, Accounting, Procurement, Contract Management, Business Services, Training), Special Programs Unit (Internal Audits, Special Fund Administration and Tribal-State Compact Compliance, and the Cost and Fee Analysis Program), Information Technology, and the Tribal Nation Grant Fund Program. The incumbent is the policy advisor and officer for all issues related to the aforementioned units and ensures that assigned programs are working in cohesion to support a sustainable workforce. The incumbent is a key member of the Commission's Executive Management Team and involved in all major decision-making and planning related to these administrative programs and other Commission and/or industry-wide matters. Participates as a senior management sponsor, business lead, and team member in department wide projects.

Typical Tasks:

- 30% Consultation and Policy Oversight: Directly interfaces with and serves as the primary advisor to the Executive Director, Commissioners, and peer Deputy Directors, on a wide range of issues, including those that are often sensitive and/or political in nature. Provides direct policy oversight and guidance on all operational, administrative and information technology functions. Develops and recommends both short and long term plans and policy direction concerning the Commission's role and future role in relation to the gambling industry; the fiscal well-being of the Commission including recommending strategies to obtain funding; initiate or provide consultation for human resource policies, organizational changes, personnel management issues, strategic planning, and operational needs. Participates as a senior management sponsor, business lead, and team member in department wide projects such as the full review and audit of the Commission Policies, the Cost and Fee Analysis Program, and Strategic Planning Projects. Consults with the Executive Director on sensitive and time-critical policy issues and tracks policy trends and initiative issues. Serves as the principal department contact and collaborates with external control agencies to ensure compliance with policies, procedures, and processes that are consistent with the Commission's goals, objectives, federal and state laws, and the rules of the Governor's Office (GO), the Department of General Services (DGS), the California Department of Human Resources (CalHR), the State Personnel Board (SPB), the State Controller's Office (SCO), the Department of Finance (DOF), the Legislative Affairs Office (LAO), the Legislature, and the Department of Justice's Bureau of Gambling Control (DOJ/BGC). Serves as the Commission's representative on various task forces and committees, providing consultation regarding interdepartmental and intradepartmental policies. Represents the Commission at meetings, conferences, hearings, etc., as necessary. Serves as the Commission's high-level contact for highly complex and sensitive issues involving operational and administrative matters. Seeks input and listens to

colleagues, staff, stakeholders, and considers their diverse viewpoints and opinions in order to achieve shared goals. Acts on behalf of the Executive Director in their absence. Represents the Commission at control agency meetings or other professional organizations and conferences; provide testimony for budget proposals in the budget hearing process.

- 20% Special Programs: Oversees and leads the Commission's Special Programs Unit, which includes Internal Audits Program, Special Fund Administration and Tribal-State Compact Compliance Program, and the Cost and Fee Analysis Program. Responsible for the establishment and implementation of new policies, as well as the regular and thorough reviews of all Commission policies and procedures. Oversees the establishment and review of an annual cost and fee analysis and fee structure to ensure revenue in the Gambling Control Fund and Special Distribution Funds align with the costs of the activities those funds support. Makes recommendations to the Executive Director on any anticipated reset of regulatory fees and oversee collaboration with the Commission's Legislative and Regulatory Affairs Division to implement any necessary resulting regulatory changes for fees. Responsible for the Commission's Workload Database including the oversight of the database's review, audit, continuous improvement, and policies and procedures. Oversees all Special Fund Administration and Tribal-State Compact Compliance ensuring tribal fund invoicing is compliant with the terms outlined and tracking of all revenue and distributions is done efficiently. Directly responsible for the policy implementation and provides extensive participation in the policy evolution for these programs. Ensures revenue in the Gambling Control Fund and Special Distribution Fund aligns with the costs of the activities that the funds support. Provides oversight of the cost and fee analysis of those activities in order to adjust regulatory fees as necessary. Provides policy and direction for the Commission's Workload Database, ensuring consistent reviews, audits, and data collection, in addition to monitoring the effectiveness of the database and data obtain to identify and direct the implementation of improvements where necessary.
- 15% Tribal Nation Grant Fund (TNGF) Program: Plans, administers, and directs the TNGF Program and provides direct oversight to the administrative liaison to the Governor's Tribal Advisor. Oversees the administration of millions of dollars of tribal funds, including the transfer of moneys from the Indian Gaming Revenue Sharing Trust Fund to the TNGF and grant distributions to eligible tribes. Facilitates meetings and discussions with the TNGF Panel of Tribal Chairpersons. Responsible for speaking and presenting at public meetings on a myriad of sensitive topics of interest to the public, including areas of interest to tribal members and to the Governor's Office. Responsible for the oversight of the administration and technical support of the TNGF, including the public website and stakeholder grant portal. Provides direction and oversight over the implementation and improvement of a wide range of new and existing TNGF policies and procedures, including administrative, technical, fiscal and accounting policies. Responsible for monitoring all TNGF Program policies to ensure the administrative aspects of the program are appropriate and in compliance with the associated assembly bill (AB 880) at all times. Plans and directs staff responsible for processing applications for grants, administrative services to the Governor's Tribal Advisor, the Panel, and Technical Experts, as well as the oversight of allocating and disbursing grants and making other distributions from the fund to eligible tribes.
- 15% Administrative and Fiduciary Oversight: Provides leadership and oversight of the Commission's Administrative staff. Oversight and leadership to the Commission's Human Resources and Budget operations. Serves as the department's Personnel and Equal Employment Officer (EEO), responsible for developing and implementing personnel related polices and representing the Commission before the State Personnel Board, employee organizations, and others. Responsible for the overseeing the development of all Workforce

and Succession Planning efforts, health and safety initiatives, and operational and administrative functions of the Commission to support and address the department's current and future needs. This includes, but is not limited to: developing and implementing human resources and training policies and procedures; directing, developing and implementing Labor Relations policies and programs; providing consultative services to the Commissioners, Executive Director and Executive Staff regarding human resources, and Labor Relation management policies and procedures; and serves as the principal Commission contact on issues before control agencies, employee unions, and liaison meetings with other state agencies. Serves as the Commission's Labor Relations Officer and Equal Employment Opportunity Officer.

Plans, administers, directs, and sets policy in the development and defense of the Commission's operational budget of approximately \$8 million annually. Responsible for the administration of approximately \$321.5 million in Tribal Special Funds. Coordinates, presents and defends the Governor's Budget for the Commission with the Department of Finance, the Legislative Analyst's Office, and the Legislature. As required, provides testimony and information to the Legislature during the budget hearing process. Manages and directs the analysis of fiscal issues and advises actions, policies, and procedures to the Executive Director, Commissioners, and other Executive Staff on related fiscal, policy and budgetary issues. Develops and implements improvements, as needed, to maximize the availability of resources for Commission priorities, programs, and mandates. Advises the Commissioners, Executive Director, and Executive Staff on fiscal matters impacting the programs of the Commission.

Organizes and directs strategic planning, policies, and procedure activities for the Commission. Oversees the development of detailed work plans and tracking systems to ensure that the Commission's strategic goals are successfully achieved. Addresses and mitigates operational risks and issues that may hinder the Commission long term. Elevate the Commission's overall administrative operations and focus on the vision and goals of the future. Oversees the development of policy, solutions, support and actions to best meet the demands of the Commission's unique operational and workforce needs. Champion initiatives such as the Commission's Strategic Plan, Workforce and Succession Plan, health and safety initiatives, and leveraging technology to improve services and products.

- 15% Information Technology Oversight: Provide direct oversight of the Commission's IT functions. Plans and directs the Commission's IT functions, responsible for the formulation, development, and implementation of IT policies and procedures. Oversees the IT Unit Chief Information Officer, who is responsible for the design, deployment, and support services for all Commission information services, applications, equipment, infrastructure, communications, and mobile devices. Provides oversight for all risk and information security measures and is responsible for ensuring all reporting, governance, and education needs are met. Provides administrative direction to the Commission's Chief Information Officer and facilitates administrative processes to ensure that IT staff have the necessary resources to provide appropriate design, development and maintenance of the Commission's database systems; design and maintenance of the Commission's networks and website; and personal computing and telecommunications support. Makes policy-focused decisions to ensure the Information Technology Unit provides the support and security measures necessary to sustain the Commission's operations and technical systems. Ensures the best Information Technology practices and industry standards are adhered to and is responsible for ensuring any potential significant risks (i.e., security breaches, cyber-attacks, etc.) to the Commission's operations, telework support, and assets are identified and addressed immediately and appropriately.

5% Serves as a key member of the Commission's Executive Management Team. Acts on behalf of the Executive Director in his/her absence. Represents the Commission in a various forums and discussions.

Deputy Director
Operations Services Division

Date

Stacey Luna Baxter, Executive Director

Date