

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT
DUTY STATEMENT**

Name	Classification Name	Position Number
Vacant	Staff Services Manager I (Supervisory)	326-103-4800-002
Division/Unit	Date	Prior Pos. # (if applicable)
Executive Programs/ Quality Assurance & Reporting Unit – Appeals & Reporting Section	5/23/23	

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the supervision of the Staff Services Manager II of Quality Assurance and Reporting Unit (QARU), the Staff Services Manager I (Supervisory) (SSM I – Supervisory) serves as the supervisor of the Appeals & Reporting Section. The incumbent efficiently handles and decides the more complex appeals, provides general program assistance, and divisional leadership. The incumbent must exercise good judgment in all interactions with external stakeholders as well as with internal executives, managers, and staff. The incumbent must be proactive, act independently, conduct themselves in an effective and professional manner, and ensure that staff in the Appeals & Reporting Section have necessary information, training, and tools.

Essential Functions

- 30% Serves as the supervisor and directs the daily operations of the Appeals & Reporting Section. Provides ongoing feedback and coaching to staff and conducting probationary and annual performance reviews. Ensures staff within the section have the information, training, and tools they need to effectively meet the goals and priorities of the section. Ensures staff comply with divisional, unit, and section policies. Attends Department, Divisional, and Unit meetings. Leads Section meetings. Keeps informed on the developments in the field. Responds to citizen complaints pertaining to Appeal & Reporting Section staff and other issues. May participate in seminars and interact with various respondents and community groups.
- 30% Oversees the Department's appeal process, including ensuring that all appeals are logged, documented, and responded to within a reasonable amount of time and professionally. Identifies patterns and issues raised across multiple appeals in order to provide constructive feedback to the Enforcement Division. Responds to both complex and non-complex appeals, which includes but is not limited to analyzing information and evidence, interviewing witnesses, requesting information from parties, and issuing a determination in response to the appeal. Ensures any accommodation requests are appropriately handled.
- 20% Carries out high-priority projects for the SSM II, the Assistant Deputy Director of Quality Assurance & Reporting, and/or the Deputy Director of Executive Programs. Carries out projects related to work of other units or sections in the Executive Programs Division. Responds to requests for information or assistance from external stakeholders, including the Governor's Office, the California Business, Consumer Services and Housing Agency, the Legislature, members of the public, parties to cases filed with the Department, and other governmental agencies.
- 10% Assists in tracking and reporting of departmental performance measures and program data, including but not limited to gathering data and performing research related to preparation of annual reports to the Legislature and other ad hoc reports. Prepares and/or supervises the preparation of semi-monthly reports to the U.S. Equal Employment Opportunity Commission

(EEOC) on all dual-filed and closed cases that are jurisdictional with both agencies and directs the response to inquiries from EEOC. Prepares and/or supervises the preparation of monthly reports to the U.S. Department of Housing and Urban Development (HUD), and directs the response to inquiries from HUD.

10% Other duties as assigned.

Desirable Qualifications

- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA).
- Experience in or knowledge of CRD appeals process, complaint process, investigative techniques, and/or settlement of complaints.
- Experience working as a project leader or coordinating efforts of representatives on projects.
- Experience leading groups in meeting monthly goals.
- Experience managing a team with different skill levels.
- 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.

- Requires ability to effectively handle stress and work in a noisy and fast paced environment.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to complete tasks that require repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged use of a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- May require travel.

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, skill, required abilities or qualifications associated with this job.

Supervision Received

The SSM I (Supervisory) receives supervision from the SSM II and may receive direction from the Assistant Deputy Director of Quality Assurance & Reporting and/or the Deputy Director of Executive Programs.

Supervision Exercised

The SSM I (Supervisory) is the first-level supervisor of Staff Services Analysts (SSAs), Associate Governmental Program Analysts (AGPAs), and Fair Employment and Housing (FEH) Consultant III (Specialists).

Personal Contacts

The SSM I (Supervisory) has daily contact with Department executives, management and staff, the public, parties to cases filed with the Department, other government agency representatives, and Legislators and/or their staffs. The SSM I (Supervisory) may have occasional contact with the Governor's Office or the California Business, Consumer Services and Housing Agency.

Actions and Consequences

The SSM I must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the California Fair Employment and Housing Act, Unruh Civil Rights Act, Ralph Civil Rights Act, Disabled Persons Act, Department's Enforcement Directives, Administrative Manual, Clerical Manual, and any directions received from Departmental management personnel. A failure to process work promptly, accurately, and with good judgment could result in the rights of complainants, respondents, and/or others, as set forth in the Fair Employment and Housing Act, Ralph Civil Rights Act, Unruh Civil Rights Act, and the Disabled Persons Act being jeopardized and/or compromised. Failure to use good judgment in handling sensitive and confidential information could result in violation(s) of individual privacy rights and Departmental policy. Failure to utilize diligence in gathering data, taking notes, or preparing reports could result in the public's right to information being compromised or consequences to the Department from our federal partners. Failure to properly route emails and phone calls to the appropriate personnel could result in reputational or legal damage to the Department.

Special Characteristics

Incumbent routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of such issues and/or documents. Incumbent must demonstrate the ability to act independently and proactively. Extremely good judgment and communication skills. Open-mindedness, flexibility, and tact. Demonstrated objectivity and emotional stability. Willingness and ability to accept direction from the SSM II, the Deputy Director, and other members of the Executive Team. Professional courtesy must always be demonstrated.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

Certification of the Employee

I have read and understand the duties as described above. 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

