

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

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>
Vacant	Staff Services Manager II (Supervisory) Bilingual	326-104-4801-003
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Pos# (if applicable)</b>
Executive Programs Outreach and Education	5/24/23	326-103-4800-003

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

The incumbent, a Staff Services Manager II (Supervisory) (SSM II - Sup), reports to the Assistant Deputy Director of the Outreach and Education unit. The incumbent leads the Outreach and Education unit's in-person engagement team and helps develop and guide the unit's in-person education and outreach efforts. The incumbent must be fluent (written and oral) in Spanish, and will utilize Spanish and English (both written and oral) to perform job duties. The incumbent represents the department externally, presenting in Spanish and English to a variety of audiences and stakeholders about the work of the Civil Rights Department (CRD) and California civil rights law, and generally assists in daily activities of the Outreach and Education unit. The incumbent works closely with community organizations and other governmental entities to establish effective partnerships and provide outreach and education to Spanish speaking and other individuals and communities across California. The incumbent will also manage contracts and programs. Duties include, but are not limited to, the following:

**ESSENTIAL FUNCTIONS**

- 30% Conducts education and outreach activities, including presentations and trainings for a variety of stakeholders on California civil rights law and the work of CRD; drafting and updating educational materials interpreting and synthesizing civil rights laws; and drafting and updating content for the CRD website, social media, online apps, and other external and internal resources.
- 30% Guides and manages in-person and multi-lingual engagement activities under the supervision of the Assistant Deputy Director of Outreach and Education. Acts as the departmental liaison with external stakeholders, such as advocacy groups, community-based organizations and media, state/local agencies, and members of the public. Seeks and supports ongoing external partnerships with community groups working directly with Spanish and Indigenous-language speaking groups throughout the state, as well as those serving other communities with limited-English proficiency. Helps gather and synthesize feedback from community and other stakeholder partnerships to inform the work of the Outreach and Education unit.
- 15% Manages staff within the Outreach and Education unit. Provides direct supervisees with performance feedback and timely and accurate performance evaluations, as well as identifying training and resource needs. Ensures supervisees meet deadlines and achieve high standards in their work, as well as follow unit, divisional, and department policies and procedures.
- 10% Keeps informed on developments in the field and advises CRD executives on issues impacting in-person engagement and multi-lingual outreach and education. Represents CRD in meetings and at events related to these and other CRD matters. Carries out priority and

strategic projects for the Assistant Deputy Director of Outreach and Education, such as advising the department on how to be more accessible to those with limited English proficiency.

- 10% Provides Spanish translation/interpretation services for the Executive Programs Division as needed, including translation/interpretation for external-facing materials or engagement activities.

### **MARGINAL DUTIES**

- 5% Other duties as assigned.

### **Desirable Qualifications**

- Significant skill and comfort with public presentations and trainings;
- Experience designing curricula and/or producing informational content for public education;
- Ability to make difficult or complex topics accessible to a wide variety of audiences while maintaining accuracy;
- Fluency or proficiency in multiple languages (beyond the position's required English and Spanish fluency), including ASL or another signed language;
- Exceptional communication skills, both verbal and in writing;
- Ability to connect with diverse communities, industries, and other stakeholders throughout California;
- Experience with community organizing, community outreach, partnership building, or related activities;
- Experience creating and/or leading public education initiatives;
- Ability to deal creatively, tactfully, and effectively with sensitive issues related to civil rights law enforcement;
- 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 work effectively both as part of a team and independently;
- Experience managing or acting in a lead capacity for, but not limited to:
  - Assisting with training and staff development
  - Understanding of the progressive discipline process
  - Reviewing the work of others
- Experience leading a team and working as a project leader or coordinating efforts of representatives on projects;
- Adept and supportive people management skills, including the ability to manage up and down;
- Strong time management and organizational and accountability practices;
- Ability to operate a computer and knowledge of Excel and Word software programs;
- Grant and/or contract management experience;
- Knowledge of California's civil rights laws, including the Fair Employment and Housing Act (FEHA), the Ralph Civil Rights Act, and the Unruh Civil Rights Act;
- Ability to exercise tact, discretion, and good judgment;
- Ability to prioritize multiple assignments with competing deadlines;

## **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;
- Communicate effectively with colleagues regarding work assignments;
- Demonstrate a high level of professional accountability;
- 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 typically may require making repetitive hand movements in the performance of daily duties;
- Punctual and excellent attendance;
- Frequent travel around the state to attend events, meet with stakeholders, visit other CRD offices, and other departmental 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, skill, required abilities or qualifications associated with this job.

## **Supervision Received**

The incumbent receives supervision from the Assistant Deputy Director of Outreach and Education.

## **Supervision Exercised**

The incumbent supervises staff in the following classifications: Staff Services Manager I (Specialist), FEH Consultant III, Associate Governmental Program Analyst, and Office Technician.

## **Personal Contacts**

The incumbent has daily contact with department management, executives, and staff; community-based organizations; industry and governmental stakeholders, advocacy organizations, and the general public.

## **Administrative Responsibility**

The incumbent must adhere to all applicable laws, rules, policies, and procedures of or governing the Department, including directives from departmental management personnel on non-legal matters.

**Actions and Consequences**

Failure to properly perform these duties could result in the inefficient and ineffective operation of the Executive Programs Division and create liability or negative consequences for the department.

**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