

**STATE OF CALIFORNIA
CIVIL RIGHTS DEPARTMENT (CRD)
DUTY STATEMENT**

Employee Name Vacant	Classification Name Services Manager II (Specialist)	Position Number 326-100-4801-001
Division/Unit Executive	Date 8/21/2023	

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Chief Deputy Director, the Staff Services Manager II is responsible for independently analyzing CRD's programs, policies, and procedures to ensure integrity and adequate internal control, assess and manage risk, and reduce opportunities for fraud and abuse. This position requires an advanced level of analytical skills and technical knowledge of audit procedures, and the incumbent is expected to adhere to appropriate professional ethics and core values of the audit profession. Duties include but are not limited to the following:

Description of Essential Functions:

- 30% Create and maintain CRD's policies and procedures, which adhere to the International Professional Practices Framework promulgated by the Institute of Internal Auditors, and the Government Auditing Standards. Oversee and develop the risk assessment process between the Internal Auditor and CRD management and prepare the annual audit plan of internal audit activities. Coordinate the identification of risk areas for inclusion in future risk assessment processes. Establish and maintain audit project priorities. Identify audit areas and activities that require the knowledge and resources. Monitor the progress and the completion of the assignments in relation to the plan. Meet with management to discuss audit findings or risk mitigation strategies.
- 30% Perform a variety of complex audit assignments in scope, risk, and duration to assess internal controls and increase business compliance and efficiencies. Develop and document audit findings, recommend corrective action, and prepare audit reports. Assure work performed meets the mandates of the auditing standards. Meet with auditee representatives to discuss scope of review and audit findings and recommendations. Present related audit issues and findings to CRD management as necessary. Maintain historical information on audit production plans, including department risk assessment statistics and suggest improvements in the processes and procedure manuals. Work with the Deputy Director in the development and control of time budgets, preparation of production reports, and forecast of resource requirements, budgeting requests, and justifications. Facilitate in brainstorming sessions for engagements and work with division contacts to follow-up on corrective actions as applicable.
- 20% Follow up on reported findings and recommendations to ensure that corrective action is adequately taken to correct deficiencies. Assist CRD with external audits being performed by other state departments or agencies by acting as a liaison

between CRD and the external auditor(s).

- 15% Manage various special projects requested by the CRD. The special projects range from performing reviews of certain policies and procedures to consulting and advisory work related to CRD's key projects. Key projects include, but not limited to, preparing comments on behalf of CRD promulgated by external auditing organizations, providing assistance to legal staff in certain lawsuits and CRD divisions with special projects, and providing briefing and status reports to division management, and executive staff.

Marginal Functions:

- 5% Lead and/or participate in special projects and task force groups as assigned.

Desirable Qualifications:

- Knowledge of the International Professional Practices Framework or Government Auditing Standards
- Three or more years of auditing experience, including developing and documenting audit findings, recommending corrective action and preparing audit reports
- Demonstrated experience in creating and maintaining policies and procedures
- Experience working as a project leader or coordinating efforts of representatives on projects
- 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 gather and analyze information, reason logically, draw valid conclusions, and make appropriate recommendations
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- 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.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- 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 in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct state business.

Supervision Received:

The Staff Services Manager II reports directly to the Chief Deputy Director of the Civil Rights Department.

Supervision Exercised:

No supervision exercised.

Administrative Responsibility:

Advise the Chief Deputy Director on current activities and trends that may have an impact on CRD; perform the more difficult and sensitive tasks. Respond and prepare correspondence for Chief Deputy Director and Director's signature. Represent CRD to external auditing entities.

Personal Contacts:

The Staff Services Manager II has contact and may act as the department's liaison with departmental management and staff, control agency representatives, external auditing entities, and other state agency personnel.

Actions and Consequences:

The Staff Services Manager II must exercise good judgment in all interactions with external stakeholders as well as with internal executives, managers, and staff; must be able to act proactively and independently; and must conduct themselves in an effective and professional manner. Failure to properly perform these duties could result in the inefficient and ineffective operation of departmental programs and create liability or negative consequences for the Department.

Certification of the Employee:

I have read and understand the duties assigned as described above and can perform the duties with or without a reasonable accommodation.

Employee Signature

Date

Supervisor Signature

Date