

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

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>
Vacant	Staff Services Manager I (Supervisory)	326-103-4800-001
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Pos # (if applicable)</b>
Legal Division/General Counsel Unit/PRA Section	9/7/2023	

**SUMMARY OF RESPONSIBILITIES**

The Staff Services Manager I (SSMI) serves as a supervisor of the Public Records Act (PRA) Section within the General Counsel Unit of the California Civil Rights Department (CRD). Under the supervision of the Attorney Supervisor, the SSMI ensures that public records requests are processed timely and accurately, responds to complex and/or large PRA requests on behalf of the CRD, and provides general program assistance to the Attorney Supervisor and the General Counsel Unit. The SSMI duties include, but are not limited to the following:

**Description of Essential Functions:**

- 30% Oversees the daily operations of the CRD's PRA section and manages staff in researching and responding to PRA requests. Evaluates content or outcome of PRA requests to identify and recommend potential PRA section improvements, including staff training needs and streamlining of processes. Ensures effective functioning of the PRA process, including working with the CRD's IT Division to ensure the development and proper functioning of any technological tools related to PRA requests or gathering necessary information from CRD's case management system.
- 20% Responds to and processes complex and/or large PRA requests, consistent with the PRA, other applicable laws, and departmental policy. This includes but is not limited to: carefully reviewing investigative files and other types of records to ensure that disclosable information is disclosed and that exempt/privileged/non-responsive information is extracted or redacted; generating and reviewing data reports; corresponding with and assisting in a professional, accurate, and timely manner with other CRD divisions or departments that may be impacted by a PRA request or response; corresponding with and assisting in a professional, accurate, and timely manner with PRA requestors, members of the media, and members of the public.
- 20% Maintains primary responsibility for researching and responding to PRA requests filed by members of the press/media. Works in conjunction with the Deputy Director of Communications to log press/media requests; communicates with members of the press/media to obtain clarification about their requests and/or assist the press/media in tailoring their requests; processes requests and prepares responses to press/media. Serves as a backup to the Deputy Director of Communications on press/media PRA requests. Works with attorneys in the General Counsel Unit and other CRD attorneys. Serves as an in-house expert on PRA matters and the CRD's PRA policy.
- 10% Maintains proper records of PRA requests and responses in CRD's case management system and file management program according to CRD policy and procedures. Compiles and analyzes statistical data on PRA requests and prepares various reports of cases handled by CRD, such as monthly reports, annual reports to the Legislature, and other ad hoc reports.

10% Supports the CRD's efforts to maintain its PRA policies and procedures in a manner consistent with applicable laws and business practices. Develops and presents webinars and in-person updates/trainings to PRA Section staff and other CRD staff.

**Marginal Functions:**

5% Participates in department meetings, seminars, and trainings.

5% Other duties as assigned.

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

**Desirable Qualifications:**

- Experience in or knowledge of the California Public Records Act.
- Experience in or knowledge of the California Fair Employment and Housing Act (FEHA), CRD complaint process, investigative techniques, and/or settlement of complaints.
- 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, Word, and Adobe software programs.
- Ability to interpret and apply laws and regulations to specific situations.
- Ability to follow oral and written instructions and established procedures.
- Ability to gather and analyze facts and evidence, reason logically, draw conclusions, and make appropriate recommendations and participate effectively in investigations and interviews.
- Ability to prepare written documents and accurate detailed reports clearly and concisely.
- Ability to multitask and manage multiple impending deadlines.
- Ability to speak a second language (bilingual) or American Sign Language.

**Special Characteristics:**

Incumbent routinely works with sensitive and confidential issues and/or documents and is always expected to maintain the privacy and confidentiality of such issues and/or documents. The incumbent must also exercise a high degree of initiative, independence, sound judgment and creativity in performing tasks. Incumbent must be self-motivated, conscientious, and dependable. 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.

**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.

**Supervision Received:**

The SSMI (Supervisory) receives general supervision from the Attorney Supervisor and may receive direction from the General Counsel, Chief Counsel, and other CRD executives.

**Supervision Exercised:**

This SSMI (Supervisory) is the first-level supervisor of Staff Services Analysts (SSAs) and Associate Government Program Analysts (AGPAs).

**Administrative Responsibility:**

Adheres to all applicable laws, rules, policies and procedures, including the CRD's PRA policy and procedures.

**Personal Contacts:**

The SSMI (Supervisory) has daily contact with CRD executives, management and staff, complainants, respondents, legal representatives, control agency representatives (i.e., Governor's Office; Business, Consumer Services and Housing Agency), media/press, and the general public.

**Actions and Consequences:**

Must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the California Public Records Act, the Fair Employment and Housing Act, Unruh Act, Ralph Civil Rights Act, Disabled Persons Act, and departmental policies and procedures. 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 California Public Records Act, the Fair Employment and Housing Act, and other laws 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 appropriate personnel could result in reputational or legal damage to 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 am capable of performing the essential functions with or without a reasonable accommodation.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date