

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

<b>Employee Name</b> Vacant	<b>Classification Name</b> Staff Services Manager I (Supervisory)	<b>Position Number</b> 326-278-4800-959
<b>Division/Unit</b> Enforcement/Housing	<b>Date</b> 10/26/23	<b>Prior Pos# (if applicable)</b>

**SUMMARY OF RESPONSIBILITIES**

Under the general supervision of the Staff Services Manager II (SSMII) the incumbent performs a variety of tasks with minimal oversight and substantial authority. The Staff Services Manager I (SSMI) functions as the lead in a supervisory capacity, coordinating and planning case processing. Duties include, but are not limited, to the following:

**Description of Essential Functions:**

- 20% Supervises case processing and investigative functions in the District Office, which includes formal and informal case reviews with Staff Services Analysts (SSAs) Associate Governmental Program Analysts (AGPAs) and Fair Employment and Housing (FEH) Consultant III (Specialists). Responsible for the quality and quantity of the work product resulting from case processing and intake. Monitors case processing functions to ensure compliance with departmental requirements and CRD's work-sharing agreement with the U.S. Department of Housing and Urban Development (HUD). Reviews investigative work sheets and plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases. Responsible for the proper drafting of charges and service of notices, ensuring that consultants' intake notes are adequate. Monitors complaints not accepted for filing to ensure appropriate judgment was exercised by the intake SSA/AGPA. Handles sensitive issues and complaints from the public.
- 20% Reviews and approves referrals to the Legal Division for the filing of civil complaints; reviews and approves discovery documents; reviews case processing statistics to identify problems/inefficiencies; supervises intakes; reviews complaints and supplemental information requests; and coordinates/consults with Legal and Dispute Resolution Division staff regarding cases.
- 20% Attends monthly case grading meetings with Legal Division staff and ensures that the SSAs, AGPAs and (FEH) Consultant III (Specialists) identify the appropriate number and quality of cases for case grading and are prepared to present the cases at case grading. Monitors entries in the Department's electronic case management system, Cal Civil Rights System (CCRS), to ensure accurate and thorough entries by SSAs/AGPAs and FEH Consultant III. Conducts monthly aged case meetings to ensure timely investigation of cases.
- 10% Responsible for the timely and professional processing of an investigative caseload of sensitive and complex matters. The SSMI may carry a caseload of up to 30 cases.

- 10% Addresses complaints and information requests from internal and external sources, including Department managers, complainants, respondents and/or their attorneys/representatives, the general public, other government agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances, assists in community dispute resolution, and assists other staff in dealing with non-compliant respondents and attorneys. Assesses training needs and develops and disseminates training materials. Oversees training and staff development, including but not limited to new employee orientations, staff meetings, and coordinating training provided by Legal Division staff.
- 10% Conducts performance evaluations and participates with the Staff Services Manager II in recruiting and hiring staff; monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters; completes monthly/quarterly audit reports; monitors and adjusts SSA, AGPA and FEH Consultant III (Specialist) caseloads.

**Marginal Functions:**

- 5% Represents the Department to the public, serves as a liaison to other governmental agencies and community groups, completes public speaking engagements and attends community meetings, as assigned. Responds to queries from the public regarding departmental activities. Performs other duties appropriate for the class, as assigned.
- 5% Supervises clerical staff; oversees clerical support functions. Oversees District Office plans for energy conservation and emergency preparedness; establishes and monitors office systems.

**Desirable Qualifications:**

- 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 conducting investigations and/or analysis that require both gathering facts and then applying legal standards to the evidence
- Experience analyzing, interpreting and implementing performance standards required by statute, federal grants, or internal policies/priorities
- Experience/knowledge of case management
- Experience with computer programs such as Word, Excel, and other database/spreadsheet programs.
- Ability to speak a second language (bilingual or American Sign Language) preferred, but not required.

**Special Personal Characteristics:**

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and problem-solving abilities; ability to manage conflict effectively, including remaining professional and flexible during challenging interactions; and able to prioritize emergent tasks as assigned, particularly tasks with impending 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.

- Requires ability to communicate diplomatically, directly and professionally with co-workers and members of the public.
- Requires ability to work with Legal Division personnel in developing investigative plans.
- Requires ability to effectively handle stress of multiple demands and deadlines, 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 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 travel to conduct on-site meetings, investigations.

**Supervision Received:**

The Staff Services Manager I receives general supervision from the Staff Services Manager II and may receive direction from the Assistant Deputy Director or Deputy Director of Enforcement.

**Supervision Exercised:**

The Staff Services Manager I directs the work of SSAs, AGPAs, and the clerical staff. The SSM I may also serve as a lead on investigation teams that include FEH Consultant III (Specialists).

**Personal Contacts:**

The SSM I has daily contact with departmental management and staff, complainants, respondents, legal representatives and the general public.

**Actions and Consequences:**

The SSM I serves as a representative of the Department and must exercise good judgment in all interactions with the public by conducting him/herself in an effective and professional manner. The SSM I must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Regulations, Enforcement Directives, Administrative Manual, Supervisor's Manual, and any directions received from Departmental management personnel. The SSM I interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. Appropriately communicates information of a sensitive nature. The SSM I is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. Failure to use good judgment in case processing and/or the timely processing of complaints could result in the rights of complainants and/or respondents being jeopardized and/or compromised.

**Certification of the Employee:**

I have read and understand the duties as described above for the SSM I. 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