

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

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| Employee Name Vacant | Classification Name Staff Services Manager I | Position Number 326-312-4800-XXX |
| Division/Unit Administrative/Business Services | Date | Prior Pos # (if applicable) |

SUMMARY OF RESPONSIBILITIES

The Mission of the Civil Rights Department (CRD) is to protect the people of California from discrimination in employment, housing, and public accommodations, and from perpetration of acts of hate violence.

Under general supervision of the Business Services Manager, the Staff Services Manager I manages the Business Services Office (BSO) staff functions including, but not limited to, contracting, purchasing, space and facility planning, telecommunications, records retention, business continuity, etc. for all CRD divisions and offices statewide.

ESSENTIAL FUNCTIONS:

- 50% Plan, organize, direct, and oversee the Department's Contracts and Procurement activities. Supervise a team of analysts and technical staff responsible for performing all aspects of procurement, including service contracts and the purchase of IT and non-IT goods. Organize and monitor the work of BSO procurement analysts; provide workload assignments, review work, and ensure staff receive the training necessary to ensure their success and compliance with applicable laws, rules, and regulations related to all BSO functions, including purchasing, contracting, and FI\$Cal. Encourage and motivate staff; conduct regular staff meetings; establish performance expectations; complete probationary reports and annual evaluations; take corrective actions as necessary; deliver high-quality services, and promote continuous improvement. Research and resolve issues related to BSO workload and objectives.

- 25% Ensure BSO procurement functions are performed in accordance with all applicable laws, rules, and regulations, including but not limited to the contract and procurement process from start to finish, inclusive of bidding, use of CMAS, developing RFOs, RFPs, RFIs and the resulting purchasing/contracting mechanism (STD 213, STD 65), contract management, monitoring, closure, and records retention. Establish and maintain the CRD Procurement Policy and Procedure Manual and other comprehensive systems to effectively manage BSO responsibilities including, but not limited to, contracts, purchases, leases, reports, policies and procedures per DGS, State Contracting Manuals, Government Codes, Procurement Codes, and SAM, tracking systems, forms, and workflow. Reviews all contracts prior to distribution. Reviews and approves purchase orders and contract shells in FI\$Cal, ensuring accuracy of information contained.

- 10% Serve as the departmental expert on Procurement and Contracts. Provide advice to management and staff regarding the interpretation and application of procurement and contract laws, rules, regulations, policies, and procedures. Meet with Division Chiefs and/or designated representatives to develop a plan for the Division's contracting and/or procurement needs. Advise the BSO Manager of current activities and trends that may have an impact on the business of CRD. Create and execute more complex and sensitive contracts and ensure compliance with all mandated reporting requirements. Act as a departmental liaison on procurement and contract issues with the Department of General Services, State Controller's Office and Prison Industry Authority.

MARGINAL FUNCTIONS

- 5% Supervise and support all BSO staff in the absence of the Business Services manager, including the management and review of the Zendesk ticketing system. Assists in all aspects of BSO functions as directed by the supervisor and/ or executive member.
- 5% Research, evaluate, and formulate process improvement initiatives, internal controls, tracking systems, and reporting mechanisms to achieve business services improvements and/or savings. Identify and analyze complex, sensitive, and emerging business services issues; and recommend appropriate courses of action.
- 5% Lead and/or participate in special projects and task force groups as assigned.

DESIRABLE QUALIFICATIONS

- Demonstrated ability to lead and motivate staff to produce high quality deliverables and provide high-quality customer service in a positive work environment.
- Strong supervisory, organizational, and interpersonal skills
- Strong communication skills, both verbal and written
- A high level of independence
- Knowledge of business services, contracts, facilities management, records management, and business continuity
- Demonstrated ability to take initiative in promoting and advancing continuous improvement and to maintain flexibility with changing priorities and direction.
- Ability to multitask and manage multiple projects with various 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 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.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires dependability and excellent attendance record.
- Willingness to work irregular hours and to travel widely within an assigned area.

Working Conditions:

The above statements are intended to describe the general nature and level of work the incumbent performs. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

Supervision Received:

The Staff Services Manager I is supervised by the Business Services Manager and may receive direction from the Deputy Director, Administrative Services Division.

Supervision Exercised:

The Staff Services Manager I supervises a team of analysts and technical staff.

Administrative Responsibility

Adhere to the laws, rules, policies, and procedures governing Business Services functions contained in the SAM, Government Code, Public Contract Code, and departmental policies and procedures manual. This position may require you to work excess hours to accomplish the responsibilities of the unit.

Personal Contacts

The Staff Services Manager I has daily contact with departmental Executive team Managers and Supervisors, control agency representatives, other state agency personnel and contractors.

Actions and Consequences

Failure to use good judgment in handling sensitive and confidential information may result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

Certification of the Employee:

I have read and understand the duties as described above for the Staff Services Manager I (**SSM I**). I meet the job requirements described above and can perform the essential functions with or without a reasonable accommodation.

Signature of Employee

Date

Supervisor's Signature