

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Page 1 of 3

Classification Title	Board/Bureau/Division
Staff Services Manager I	Board of Barbering and Cosmetology
Working Title	Office/Unit/Section / Geographic Location
Licensing Manager	Licensing Unit / Sacramento
Position Number	Name and Effective Date
636-110-4800-009	

General Statement: Under direction of the Board of Barbering and Cosmetology Staff Services Manager II (SSM II), the Staff Services Manager I (SSM I) is responsible for directing, planning, and organizing the work of analytical and technical staff in the Licensing Unit, and determining and responding to trends in workload. Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

75% (E) Supervision/Resolution

Directs a team of analysts and technicians who perform complex research and analyze issues which are often politically sensitive. Makes recommendations to the Executive Officer and Deputy Executive Officer. (30%)

Directs the licensing leads on high-level BreEZe issues, determining the most appropriate course of action to take regarding programmatic issues that arise. Approves enhancement tickets to modify and improve the BreEZe system. (20%)

Interviews applicants and makes appropriate hires when vacancies occur. Analyzes position duties and revises duty statements as necessary. Justifies new or the reclassification of positions. Counsels employees regarding behavior and performance and takes initial corrective actions, as appropriate. Prepares and performs annual reviews for all staff and completes probation reports. (10%)

Establishes and upholds performance standards, evaluates work performance, and assesses training needs. Ensures staff follow appropriate procedures as set forth by the Department of Consumer Affairs. Reviews and monitors attendance reports and absence requests. (10%)

Acts as a liaison with the Division of Apprenticeship Standards (DAS), who has oversight over the Board's apprentice licensing program. Works with DAS when issues arise with apprentice sponsors not managing the apprentices properly. (5%)

10% (E) Budgets

Develops, monitors, and manages the licensing budget. Plans for budgetary needs based on the analyses of workload trends, legislation, and regulations. Identifies target areas for increasing operational quality and efficiency.

10% (E) Correspondence

Prepares responses to inquiries from the Governor's Office, members of the Legislature, the press, the public, attorneys representing licentiates, and other agencies regarding policy matters.

Develops, reviews, and recommends changes to statutes, regulations, and Board policies and procedures that affect the licensing programs and disciplinary review unit. Monitors activities for compliance with existing laws, rules, policies, and procedures. Prepares actual legislative and/or regulatory language when appropriate.

5% (E) Statistics

Develops and prepares statistical information related to the Licensing Program. Prepares analyses and recommendations based on trends of licensee, establishments, and school complaints received, action taken, and jurisdiction. Prepares testimony for the Executive Officer when appearing before the Legislature.

B. Supervision Received

The SSM I works under the direction of the Staff Services Manager II and may also receive direction from the Deputy Executive Officer and the Executive Officer.

C. Supervision Exercised

The SSM I supervises the Licensing Unit.

D. Administrative Responsibility

The SSM I is responsible for managing the staff and fiscal resources of the unit. The SSM I effectively uses staff and resources to carry out the Board's objectives.

E. Personal Contacts

The SSM I has daily contact with Board staff, licensees, applicants, and consumers and regular contact with Department of Consumer Affairs staff and other local, state, and federal agencies. The incumbent is required to maintain a positive and professional working relationship with Board Staff, members of the industry, other State and Federal agencies, persons and entities regulated by the Board, and Department of Consumer Affairs staff.

F. Actions and Consequences

Should the SSM I not satisfactorily perform the duties outlined above, the Board could be in violation of Governmental Code(s), the Business and Professions Code(s), and other mandates and controls governing a regulatory Board.

G. Functional Requirements

No specific physical requirements are present. The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office in a setting with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

H. Other Information

The incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to management. The incumbent is expected to participate in conducting interviews.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Criminal Offender Record Information (CORI):

This position has access to Criminal Offender Record Information (CORI). Title 11, Section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to CORI. Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Conflict of Interest:

This position is subject to Title 16, Section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming the position, annually by April 1st, and within 30 days of leaving the position.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature Date

Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature Date

Printed Name, Classification