

STATE OF CALIFORNIA
California Victim Compensation Board
Rev. 03/21



DUTY STATEMENT

EMPLOYEE VACANT		RPA NUMBER / JOB CONTROL XX-XXX/JC-XXXX	
POSITION NUMBER 040-430-4800-001	CLASSIFICATION Staff Services Manager I	WORKING TITLE Business Services Manager	
DIVISION Administration Division	UNIT Business Services Unit	CBID R01	WWG E
WORK DAYS Monday – Friday	WORK HOURS Supervisor Discretion	TENURE Permanent	TIME BASE Full-time

CONFLICT OF INTEREST CLASSIFICATION

This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

Conflict of Interest Classification? Yes No

DEPARTMENT OVERVIEW

The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or the threat of physical injury as a direct result of a violent crime. CalVCB funding comes from restitution paid by criminal offenders through fines, orders, penalty assessments and federal funds.

Our mission is to assure the rights of victims of crime by providing responsive financial compensation through a stable restitution fund. CalVCB is a special funded department under the direction of the Government Operations Agency.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above 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 Office of Civil Rights).

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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SUPERVISOR ACKNOWLEDGEMENT

I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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RPA XX-XXX**GENERAL STATEMENT**

Under the general direction of the Staff Services Manager III, the Staff Services Manager I oversees the Business Services Unit (BSU) within the Administration Division, Enterprise Operations and Services Section, managing facilities, contracts and procurement, asset management, records management, and mail support services.

% OF TIME PERFORMING DUTIES**ESSENTIAL FUNCTIONS****ESSENTIAL FUNCTIONS**

30%-E

Plan, organize and direct the activities of professional, technical, and clerical staff in the areas of Business Services: Facilities, Contracts, Procurement, Asset Management, Records Management, Forms Management, and Mail Support Services. Perform various tasks related to personnel management and development; provide leadership, guidance and direction to staff. Recruit, train, and evaluate staff, setting performance standards and priorities. Monitor progress, adjust workloads, and ensure deadlines are met. Streamline workflows to ensure accuracy, consistency, and timely delivery of work products. Develop strategies for an effective business services program; evaluate resources, establish program goals, objectives, action steps and time frames for meeting program goals; formulate policies and procedures and make recommendations for resolving critical contract and purchasing issues. Performs the more complex and/or sensitive operational functions and resolves or facilitates the resolution of issues.

25%-E

Oversee staff performing contract and procurement processes for CalVCB from initiation to closure, ensuring compliance with DGS requirements, State Contracting Manual (SCM), Government Codes, Public Contracting Codes, and the State Administrative Manual (SAM). Ensure adherence to California Department of Technology (CDT) requirements for IT procurements. Develop and review contractual documents, including scopes/statements of work, purchase orders (STD. 213/Fiscal Purchase Orders), and contract closure/records retention. Monitor contract performance, compliance, and documentation through the contracting lifecycle.

Ensure staff receive all appropriate and mandatory procurement training and maintain certifications as required. Provide guidance on laws, rules, and regulations governing purchasing and contract activities. Collaborate with key stakeholders, including contract managers, IT staff, Legal, program leads, and contractors, to ensure alignment in the creation, development, and execution of contract. Maintain the CalVCB Purchasing Policies and Procedures Manual, ensuring alignment with updates from DGS, SCM, GCs, PCCs, SAM, and CDT. Streamline workflows, track procurement timelines, and monitor performance metrics to ensure timely and compliant delivery of services.

10%-E

Direct all aspects of facilities management including lease negotiations, planning for facility relocation, replacement, major/minor repair projects, security enforcement, and adherence to all accessibility laws and regulations. Serve on the emergency team and support the activities of all staff involved in emergency preparation and response. Participate in the development and implementation of policies and procedures to ensure appropriate emergency response as necessary.

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10%-E	Oversee the mailroom staff and operations, including high-volume printing, mail processing, delivery services to State of California agencies/departments, processing of large volumes of outgoing mail for processing by the United States Postal Service or other mail carriers (e.g., FedEx, United Parcel Service, etc.), process fulfillment orders including the receipt of products to maintain stock, coordinate storage, issuance of materials. Perform courier services for CalVCB as scheduled and as requested.
10%-E	Manage the Records Management Program through the creation and maintenance of records retention schedules. Ensures compliance with CalRIM, DGS, and SOS requirements for the maintenance, approval, and disposal of records. Ensures proper documentation, location tracking, records retrieval, and destruction processes are followed.
10%-E	Oversee the Asset Management Program in compliance with DGS guidelines. Ensure accurate tracking, reporting, and maintenance of CalVCB assets. Manage tri-annual physical inventory audits to verify asset location, condition, and status. Oversee asset transfers, surplus, donations, and disposal activities, ensuring proper documentation and adherence to DGS requirements. Maintain accurate fiscal records for asset purchases, depreciation, and lifecycle management, collaborating with accounting for financial reporting in Fi\$Cal. Monitor and maintain office supply inventory to ensure availability and cost efficiency.
5%-M	<p><u>MARGINAL FUNCTIONS</u></p> <p>Attends meetings and participates on projects on behalf of the division when needed. Performs other job-related duties as required.</p>

DESIRABLE QUALIFICATIONS, CHARACTERISTICS and EXPECTATIONS

- Effectively operate a computer using the following software programs: Microsoft Word, Excel, Outlook, and Access.
- Ability to develop statistical data and evaluate results.
- Ability to apply and interpret policies, regulations, and laws.
- Ability to take and follow verbal or written direction.
- General knowledge of the victim compensation program to identify and resolve program issues.
- General knowledge of the departmental mission, goals, and policies to ensure that the progress and completion of work assignments and tasks conform to overall objectives.
- General knowledge of governmental functions and organization at the State and local level to maintain and foster good working relationships.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow, and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple and changing priorities.
- Foster strong relationships with stakeholders to support seamless communication, collaboration, and alignment with organizational goals.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skills related to the job.
- Complete assignments in a timely and efficient manner.

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RPA XX-XXX**PERSONAL CHARACTERISTICS and EXPECTATIONS**

- Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
- Ability to effectively handle stress and deadlines in a fast-paced work environment.
- Ability to problem-solve and use critical and creative thinking to effectively perform work.
- Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
- Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
- Understand, follow and enforce all safety rules and procedures.
- Be supportive of management and coworkers.
- Maintain the confidence and cooperation of others.
- Ensure deadlines are met.
- Manage multiple & changing priorities.
- Maintain acceptable, consistent, and regular attendance.
- Develop and maintain knowledge and skills related to the job.
- Complete assignments in a timely and efficient manner.

PHYSICAL ABILITIES

- Typical work requires prolonged sitting using a computer and telephone.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Grasping and making repetitive hand movements in the performance of daily duties.
- Some carrying/moving of objects up to thirty pounds.