

Department of Health Care Access and Information
Duty Statement
Proposed

Employee Name Vacant	Organization Office of Administrative Services Business Services Section	
Position Number 441-163-4800-XXX	Location Sacramento	Telework Option Hybrid
Classification Staff Services Manager I (Supervisory)	Working Title Business Services Manager	

General Description	
<p>Under the general direction of a Staff Services Manager II, the Staff Services Manager I (Supervisory) (SSM I) serves as the Business Services Manager for the Department of Health Care Access and Information (HCAI) and oversees the Business Services Unit. The incumbent manages facility operations, space planning, and sustainability initiatives; administers the department's health and safety program, including emergency preparedness and ergonomic assessments; and directs mailroom and related business services. The SSM I manages professional staff responsible for delivering critical services that enable the Department to achieve its programmatic objectives efficiently, effectively, and with the highest level of accountability. The incumbent is responsible for program planning, policy development, and staff leadership to ensure a safe, compliant, and efficient workplace environment for all HCAI employees.</p> <p>The SSM I is expected to maintain effective working relationships with all staff and managers at HCAI, control entities (i.e., Department of General Services (DGS), State Controller's Office (SCO), Department of Finance (DOF), contractors, and stakeholders. This is a highly visible and sensitive position where the risk of error is significant and can result in property damage, liability, and litigation. The incumbent functions with independence and demonstrates leadership and management skill with capacity to problem-solve, identify innovative solutions, provide clear direction, use good judgment, and effectively manage workload.</p>	
Supervision Received	Under general direction, reports directly to the Staff Services Manager II of Administrative Services (OAS).
Supervision Exercised	Directly supervises Associate Governmental Program Analysts, Office Technician, and professional staff.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires prolonged sitting and use of telephone and video data terminals and frequent contact with employees and the public. Requires mobility in various areas of the department work areas. Core business hours are 8:00 a.m. to 5:00 p.m. and extra hours may be necessary beyond scheduled work hours.

Job Duties	
E = Essential, M = Marginal	
35% E	<p>Facilities Management and Operations</p> <p>Oversee all aspects of facility services for HCAI, including building maintenance, space allocation, ergonomic assessments, and operational support services to ensure a safe, functional, and efficient work environment. Develop long-term strategies for optimal use of departmental space and resources, ensuring compliance with state and federal facility regulations. Serve as the primary liaison with the Department of General Services (DGS), landlords, vendors, and contractors, negotiating service contracts, managing maintenance agreements, and ensuring timely completion of capital improvement and repair projects. Monitor</p>

operational performance and expenditures, identify opportunities to streamline workflows, reduce costs, and improve energy efficiency, and implement best practices to enhance sustainability initiatives within the department. Provide guidance to staff on policy implementation, troubleshooting facility issues, and resolving operational challenges, ensuring continuity of services that support all HCAI programs and personnel.

30% E **Health and Safety Program Oversight**

Manage the department's Health and Safety Program, ensuring compliance with Cal/OSHA, ADA, and other applicable workplace safety standards. Direct the planning, implementation, and evaluation of emergency preparedness, continuity of operations (COOP), disaster response, and building evacuation programs. Work closely with the Health and Safety Coordinator to provide guidance on hazard assessments, inspections, training, healthier university updates, and corrective actions. Review and analyze workplace safety incidents, ergonomic requests, and safety reports to identify trends and implement preventive measures. Develop and communicate policies, procedures, and training programs to promote a culture of safety, health, and accountability across the department. Consult with management and staff on complex or high-risk health and safety issues, providing recommendations to mitigate risk and maintain compliance with regulatory requirements.

20% E **Facility Services and Health & Safety Oversight**

Supervise the mailroom operations, including shipping, receiving, sorting, and distributing incoming and outgoing correspondence, packages, and interoffice materials. Establish policies, procedures, and workflow standards to ensure secure, accurate, and efficient mail handling, including compliance with postal regulations and statewide requirements for confidential or sensitive information. Manage office supply inventory, coordinate maintenance and operation of copiers, scanners, and other office equipment, and ensure business continuity for administrative support functions. Collaborate with other divisions and administrative units to anticipate operational needs, resolve logistical challenges, and implement process improvements that enhance service delivery. Monitor performance metrics for support services, provide coaching and guidance to staff, and ensure mailroom operations meet department-wide quality, timeliness, and security standards.

Provide fleet management, including the fueling and servicing of vehicles, and the completion of monthly reports to the Office of Fleet Asset Management (DGS). Manage event set-up and take-down for all events, exhibits and meetings. Ensure work control orders and requests are fulfilled. Assist with inspections of all completed facility work and resolve any discrepancies with facility management, process and forward approved invoices to the Department's Accounting Office for payment.

Manage the administration of the records program for compliance with the State Government Code in the areas of creating and using records, keeping and managing records, and records disposal. In coordination with the SSM II, coordinate with DGS regarding records management. Provide consultation to clients in preparing records for storage and retrieval. Manage processing of confidential document destruction.

Supervision and Personnel Management

10% E Provide direct supervision for staff, including the Health and Safety Coordinator, staff responsible for facilities operations, and the staff overseeing mailroom functions. Plan, assign, review, and evaluate work while coaching, mentoring, and fostering professional development opportunities. Promote a collaborative, inclusive, and high-performing team environment, ensuring workloads are equitably distributed and that staff adhere to departmental policies and procedures. Document staff performance, provide guidance on complex operational or policy-

related issues, and make recommendations regarding hiring, promotions, training needs, disciplinary actions, and succession planning to maintain a competent, motivated, and mission-focused workforce.

5% E **Other Duties as Assigned**

Prepare detailed reports, briefings, and recommendations for executive management to inform strategic decision-making and operational planning. Perform other duties as assigned, which may include leading special projects, coordinate cross-functional initiatives, and provide guidance on operational and administrative matters that affect HCAI employees and programs.

Other Expectations

- Demonstrate a commitment to HCAI’s Mission, Vision, and Goals.
- Demonstrate a commitment to HCAI’s Core Values and Guiding Principles.
- Demonstrate a commitment to handling sensitive and confidential matters with discretion and professionalism.
- Demonstrate the ability to plan strategically, set realistic goals, and measure performance outcomes; prioritize work assignments and successfully complete by specified deadlines.
- Represent HCAI in an ethical manner with respect, professionalism, and integrity.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Maintain good work habits and adhere to all HCAI policies and procedures.
- Demonstrates strong leadership, communication ability, and prompt action in dealing with daily operational issues.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date