

DUTY STATEMENT

Employee Name:	Position Number: 580-221-4801-002
Classification: Staff Services Manager II (Supervisory)	Tenure/Time Base: Permanent/Full-Time
Working Title: Chief, Issuance Section	Work Location: 3701 N. Freeway Blvd., Sacramento, CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Center for Health Statistics and Informatics	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by overseeing the timely issuance and amendment processing of all vital events that occur in the State of California.

The Staff Services Manager II (SSM II) (Supervisory) strategically plans, organizes, and directs all Section activities; and formulates approaches to implement departmental and center policy and priorities, supports their implementation, and measures their outcome. The incumbent oversees vital records issuance and amendment policies and processes, continuous quality improvement, initiative planning and implementation; establishes and maintains relationships with internal and external stakeholders; and provides guidance on legislative and regulatory issues. The SSM II directly

supervises SSM Is, and through subordinate supervisors manages a large Section of Associate Governmental Program Analysts/Staff Services Analysts, Supervising Program Technicians III/II/I, and Program Technicians III/II/I. The incumbent oversees and directs diverse work across the Section, including analytical work such as legislative analyses and promulgation of regulations, initiatives with multiple department influence, stakeholder engagement, program planning and evaluation, and production. Up to 5% in- or out-of-state travel may be required.

The incumbent works under the general direction of the SSM III, Chief of the Vital Records Issuance Branch.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5% in- or out-of-state travel may be required
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Plans, organizes, and directs the work of the Section in such a manner as to ensure the Section is carrying out Section, Center, and CDPH strategic vision, goals, and objectives, employing continuous quality improvement to increase accuracy, efficiency, and equity in vital records issuance and amendments. Directs the development and implementation of policy and standards for vital records issuance and amendments. Leads the Section's transformation of vital records issuance and amendments from manual paper-based processes to automated and digital processes. This may include, but is not limited to, coordinating staff-level engagement and collaboration on digital identity and digital vital record initiatives across multiple stakeholder agencies; analyzing legislation, drafting legislative concepts, and promulgating regulations; developing policies, procedures, and standards; and ensuring paper vital records are converted to digital format. Develops and maintains collaborative and effective working relationships with Federal, State, and local agencies concerned with the collection, maintenance, and use of vital records. This includes close, ongoing communication and coordination with entities that may include, but are not limited to, the National Association of Public Health Statistics and Information Systems, National Center for Health Statistics, Social Security Administration, Department of State (including the Passport Agency), Department of Homeland Security (including Citizenship and Immigration Services and the Transportation Security Administration), Department of Motor Vehicles, Secretary of State, and Department of Corrections and Rehabilitation. Represents the Section by presenting and answering questions at stakeholder meetings, trainings, and conferences. Supports the State Registrar in presentations to the Legislature and legislative committees with subject matter expertise, as needed.
- 30% Ensures continuous quality improvement and documentation of the Section's processes and procedures. Regularly reviews, monitors, and reports on analytical and production work related to vital records issuance and amendments, including workflow metrics, trends, projections, and goals. Evaluates and develops proposed modifications, procedures, and program alternatives

to achieve increased productivity and improved accuracy and timeliness in providing the records. Regularly reviews and measures progress towards the goals and objectives of the Section and Units, analyzes production data, prepares workflow trend and projection charts, and identifies critical information to prepare written reports. Responsible for setting Section priorities in alignment with Department and Center priorities, and for providing oversight, training, coaching, development, and evaluation to subordinate staff, including Unit supervisors. Provides recommendations to the Branch Chief and performs the duties of the Branch Chief as a backup when needed.

- 20% Develops and maintains collaborative and effective working relationships with approximately 180 local offices (local registrars and other local health department staff, county clerks, county recorders, county coroners and medical examiners). Provides recommendations to the State Registrar who has the specific statutory responsibility to supervise local registration offices to ensure uniform compliance with statutes affecting vital records issuance and amendments. This requires frequent contact at all levels, including providing technical assistance, issuing local office copies of records that are missing from county databases, reviewing/redacting records issued by counties from the statewide database, or providing copies of records that have been amended or established through various registration methods at the State level (i.e., adoption, parentage establishment or change, gender change, delayed or court order delayed registration). Ensures the Section provides local offices with accurate and consistent information in all interactions. Represents the Section by presenting and answering questions at local stakeholder meetings, trainings, and conferences.
- 10% Performs various managerial duties such as editing and updating duty statements, recruiting, conducting interviews, selecting candidates, evaluating employee performance, providing performance feedback, initiating corrective actions, approving timesheets and leave requests, and other supervisory activities.

Marginal Functions (including percentage of time)

- 5% Examines organizational practices and policies that are barriers to inclusiveness and equity in the CDPH workplace and programs. Provides guidance and develops recommendations to ensure race and ethnicity, sexual orientation and gender identity, and other equity-related areas are considered to promote an inclusive and equitable workplace. Gains subject matter expertise on these areas and embeds the concepts into policy, practices, and procedures for resource allocation, workforce planning, and program decision-making. Performs other work-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: HH

Date: 10/1/25