



Duty Statement

Request for Personnel Action (RPA) Number 2526-00688	Effective Date
Classification Title Administrator I	Position Number 564-765-4358-002
Working Title Supervisor, Filing Enforcement Section	Bureau and Section Filing Compliance Bureau/Filing Enforcement Section

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order to support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general direction of an Administrator II in the Filing Enforcement Section, the Administrator I performs a wide variety of supervisory work necessary to effectively administer Franchise Tax Board's Personal Income Tax (PIT) and Business Entities (BE) Filing Enforcement (FE) Non-filer programs. The Administrator I provides first-line leadership to a team of staff working the Quality Assurance, Correspondence, and Automatic Call Distribution (ACD) phone line workloads. The incumbent will plan, organize, implement, evaluate, and direct the work of employees performing non-filer work activities. The incumbent evaluates staff's day-to-day work using established performance goals and provides timely and relevant feedback to staff on a regular and ongoing basis.

Essential Functions

Percentage	Description
35%	Provides first-line supervisory support, guidance, and direction to staff. Develops and coaches staff, providing tools and support for employees to achieve established expectations. Prepares probationary and annual performance evaluation reports timely. Evaluates the day-to-day work of staff using established performance goals, while providing timely and relevant feedback. Assists in the development of team goals, monitors staff's performance, and takes corrective action as necessary. Plans, organizes, and evaluates workloads and prepares necessary personnel and technical reports. Facilitates monthly one-on-one meetings with staff to discuss their performance and development goals (more often if warranted). Utilizes tools (CCPulse and Configuration Manager) to monitor FE's level of access for both PIT and BE phone lines and redirects staff as needed.
35%	Provides weekly, bi-weekly, and monthly statistical reports to assist with business planning and evaluation of staffing workloads. Provides input on the budget process to ensure staff resources are available and utilized in a manner consistent with operational goals. Assists in ensuring necessary business strategies are developed and implemented while meeting section goals. Reviews and assigns staff resources to meet workload priorities and goals. Monitors resource needs and coordinates activities to ensure operational goals are met. Prepares production and status reports and determines staffing requirements for workloads. Facilitates the recruitment, selection, development and training of staff. This includes a high degree of collaboration and maintaining excellent communication with peers, managers, and staff to improve effectiveness and efficiency of the section's products and services. Attends section and bureau meetings as needed. Assists as a backup to peers as needed.
15%	Oversees completion of the section's operational goals (as defined in the Filing Compliance Bureau Business Plan) and related tasks to ensure timely completion. Initiates activities, process changes, and procedure improvements to enhance customer service, the FE customer experience, and employee

