

DUTY STATEMENT

Employee Name:	Position Number: 580-015-4800-002
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Civil Rights Unit Supervisor	Work Location: 1415 L Street, Suite 630, Sacramento CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Office of Compliance	Branch/Section/Unit: Equal Opportunity and Operations Branch/ Operations Services Section/ Civil Rights Unit

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 leading the Civil Rights Unit within the Office of Compliance.

The Staff Services Manager I (SSM I) is responsible for managing and directing professional staff and overseeing the department's Equal Employment Opportunity (EEO) and Workplace Violence Prevention (WVP) programs. This includes providing strategic leadership, administrative oversight, and continuous monitoring of discrimination and workplace violence investigations.

The incumbent serves as the primary point of contact for California Department of Public Health (CDPH) employees seeking guidance on procedures for filing a discrimination or workplace violence

complaint, oversee special projects and conducts management planning and analysis. This role requires a high-level of discretion and expertise in conducting and reviewing sensitive investigations, ensuring compliance with state and federal mandates, and fostering a safe and equitable work environment.

The incumbent works under the general direction of the Staff Services Manager II (SSM II), Chief of the Operational Services Section and the Staff Services Manager III (SSM III), Assistant EEO Officer, within the Office of Compliance (OOC).

Occasional travel, not to exceed 20%, may be required.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: 20% may be required
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 40% Reviews all discrimination and workplace violence complaints (including CDPH internal, Equal Employment Opportunity Commission, and California Civil Rights Department) and assigns to appropriate staff based on case complexity and workload. Assesses whether complaints meet a prima facie case for investigation and consults with complainants as necessary to make such determination. Investigates highly sensitive complaints, which may require travel. Consults with and advise employees, managers, CDPH's Human Resources Division (HRD), including the Office of Labor Relations, and Office of Legal Services (OLS) on civil rights and workplace violence issues and identify alternatives to resolve complex personnel problems. Reviews and approves investigative reports for final approval by the Assistant EEO Officer and EEO Officer/Deputy Director of the Office of Compliance. Recruits, hires, trains, and evaluates Equal Employment Opportunity and workplace violence staff.
- 30% Provides oversight and directs the daily activities of professional analytical staff. Completes supervisory personnel paperwork including performance appraisals, probation reports and Individual Development Plans, within specified deadlines. Monitors staff performance to ensure that work assignments, projects, reports, and correspondence are prepared and processed in an accurate and timely manner. Provides timely feedback to employees on daily performance issues, resolves problems and takes steps to motivate employees. Approves leave requests, coordinates backup coverage when staff are absent, reviews and signs timesheets.
- 20% Develops and implements processes and procedures to ensure the effectiveness of the Equal Employment Opportunity and Workplace Violence Programs. Ensures compliance with state mandates and department policies and procedures. Conduct education, training, and outreach to help prevent future complaints or issues.

- 5% Works with the CDPH's HRD and OLS on regular basis regarding EEO and WV complaint investigation processes. Coordinates with external partners such as CalHR, State Personnel Board (PBS), California Civil Rights Department (CRD), and the Federal Equal Employment Opportunity Commission (EEOC) on external investigations conducted across CDPH. Facilitates CRU content at the Supervisor Development Program training for new supervisors and helps to facilitate ad hoc training for EEO and WVP.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as assigned. Serves as the backup for the Assistant EEO Officer in their absence.

☐ 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: JC

Date: 10/21/25