

Department of Health Care Access and Information

Duty Statement

Proposed

Employee Name Vacant	Organization Office of Health Workforce Development Operations Branch	
Position Number 441-221-4800-XXX	Location Sacramento	Telework Option Hybrid
Classification Staff Services Manager I (Supervisory)	Working Title Administrative and Contracts Unit Manager	

General Description

The Staff Services Manager I (SSM I) serves as the Administrative and Contracts Unit Manager within the Administrative and Fiscal Operations Section of the Office of Health Workforce Development (OHWD) Operations Branch. The incumbent manages administrative operations, contract planning and monitoring, ensures compliance with state and federal requirements, and serves as the primary liaison to internal partners such as the Office of Administrative Services (OAS) and Office of Information Services (OIS), and coordinates responses to control agencies, including the Department of General Services (DGS), Department of Finance (DOF), California Health & Human Services Agency (CalHHS), the Legislature, and departmental partners. The SSM I also leads the development of standard operating procedures and tracking tools to promote transparency and efficiency. In addition, the incumbent provides guidance to OHWD management on staff performance, training, and personnel practices, and supports resource allocation decisions through data-driven analysis and reporting.

Supervision Received	Directly reports to the SSM II, Administrative and Fiscal Operations Section Chief
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Supervision Exercised	Directly supervises administrative and professional staff
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Physical Demands	Must be able to perform the duties contained in this duty statement with or without reasonable accommodation.
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Typical Working Conditions	Requires prolonged sitting, use of telephone and computer, frequent contact with employees and the public, and mobility to various employee work areas and other areas of the Department. Some travel may be required. Must be able to be contacted after normal business hours of 8:00 a.m. to 5:00 p.m.
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Job Duties

E = Essential, M = Marginal

30% E	Contracts Management: Manage OHWD procurement and contracting operational workflows. Ensure fiduciary and contractual accountability and compliance. Collaborate with OAS to ensure timely processing of contract and procurements processing and reporting. Act as liason with OAS and OIS on solicitations, contract development and execution, contract amendments, and procurements. Provide contract and procurement technical assistance to program managers and provide consultation on complex contractual issues. Coordinate responses to control agencies, including DGS, DOF, CalHHS, the Legislature, and departmental partners. Implement and communicate operational policies and procedures with OHWD managers and staff.
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30% E	Human Resources Management: Manage OHWD human resources workflows, including new recruitments, new employee onboarding, reclassifications, organizational charts, and people movement. Prepare and/or review OHWD hiring and recruitment packages and facilitate the recruitment and selection process in partnership with OHWD managers. Monitor position vacancies and report on vacancy rates. Oversee the training coordination process, including creation of plans and processes, division-wide training, core competencies, discretionary training,
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and related budgets. Implement and communicate operational policies and procedures with OHWD managers and staff.

25%	E	Staff Oversight and Development: Provide day-to-day supervision of unit staff. Monitor staff's adherence to state, federal, department, and OHWD policies. Monitor employee performance and provide staff with ongoing performance feedback, guidance, coaching, and training. Oversee, guide, direct, review, and monitor staff's workload and assignments. Facilitate work-related training based on staff annual performance reviews. Ensure performance management procedures are followed and staff evaluations are prepared and discussed with staff in a timely and meaningful manner. Review and approve merit salary increases based on employee performance. Oversee preparation, review, and approval of hiring and recruitment packages. Ensure compliance with Bargaining Unit agreements, hiring practices, policies, and procedures. Ensure the effectiveness of staff communication, continuous learning, and development strategies.
10%	E	Operations Improvement: Oversee operational quality improvement efforts by leading process mapping and process documentation sessions. Develop and maintain an OHWD catalog of operational resources for managers and staff. Consult with managers on opportunities to increase operational efficiency and propose recommendations to OHWD leadership.
5%	M	Other Duties as Assigned: Performs other related duties that are within the scope of this classification, as required.

Other Expectations

- 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.
- Demonstrate a commitment to HCAI's mission, vision, core values, and goals and performs duties in a service-oriented manner.
- Maintain good work habits and adhere to all HCAI policies and procedures.
- Ability to reason logically and creatively, and use of a variety of analytical techniques to resolve complex departmental/division challenges.

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