

ESSENTIAL FUNCTIONS DUTY STATEMENT

ADM-002

Classification Title: Staff Services Manager I (Supervisory)	Division/Office: Administration Division/Business Operations Office
Working Title: Business Operations Manager	Office/Unit/Section/Geographic Location: Sacramento
Position Number (13 Digit): 411-110-4800-001	Conflict of Interest Position: ☐ NO ☒ YES
RPA Number: #	Work Schedule: Monday – Friday, 8:00 a.m. – 5:00 p.m
Employee Name:	Effective Date:

CORE VALUES/MISSION

The California Privacy Protection Agency (CPPA)'s mission is to protect Californians' consumer privacy. The CPPA implements and enforces the California Consumer Privacy Act (CCPA). Its responsibilities include: 1) rulemaking in a highly complicated, technical, sometimes contested, and nuanced area; 2) supporting awareness across California's diverse population on issues related to privacy and data security, including the new rights provided to them by the law; and 3) administrative enforcement of those rights.

BASIC FUNCTION:

Under general direction of the Deputy Director of the Administration Division (CEA B), the Staff Services Manager I (SSM I) functions as CPPA's Business Operations Manager. The SSM I is responsible for facilities management, contract administration, records management, forms management in the Business Operations Office (BOO) in the Administration Division. This position will be responsible for managing, directing, and monitoring all activities related to the business services and contract operations for the effectiveness of the CPPA's business services program. The incumbent will provide consultation and advice to CPPA management on business services and contract related issues, including but not limited to acquisition and maintenance of facilities, contract administration, forms management, and oversees records retention process. The SSM I is instrumental in facilitating timely and efficient execution of the CPPA's business services and contract needs.

ESSENTIAL FUNCTIONS

- 40% Facilities management – Manage and direct the facilities and business operations team with all business operations and functional needs. Responsible for leading planning and managing work activities to identify and implement an improved organizational model that streamlines the Agency's facilities management. Coordinates with Department of General Services (DGS), Division of Real Estate Services (RESO) on facilities projects such as identification and buildout of headquarter locations and other complex facility projects delegated to CPPA by the

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RESID, including overseeing and managing the CRUISE process. Prepare various analyses to ensure program needs are met and to determine whether charges are reasonable. Ensure facility support services are within CPPA's budgetary constraints and projections. Research and provide analysis needed for facility lease negotiations, facility relocations and review project construction plans for compliance. Research, develop and provide recommendations of strategies, related training, and any preventative measures.

Manage and direct all phases of design and construction from development of proposals, contract negotiations, to post construction inspections. Collaborate with executive management on office space redesign, and construction projects to meet the organization's long-term operational and customer service goals.

Due to the confidential nature of CPPA's work and documents, vendor escort is mandatory in all three of CPPA's locations, ensure staff escort vendors. Review and verify scopes of work developed by staff. Ensure vendors meet requirements of the contracts. Advise management on a broad spectrum of administrative and program related issues; make presentations and recommendations as needed. Coordinate the activities of vendors in the facility specialty trades of physical security, data communications, interior design, physical moves, fire/life/safety and the Accessible Design Standards (ADA).

- 30% Contract management – Supervises the daily operations of BOO by reviewing worklists, dashboards, and other data reports in order to analyze and assist in the development and processing of workload and distributing new work appropriately, assisting in implementation of BOO goals, objectives and policies and procedures, ensuring operational effectiveness. Oversees department contracts with DGS and other external stakeholders. Through subordinate staff and in coordination with DGS/OBAS, the SSM I will research, develop, analyze, prepare and process complex information technology (IT) and non-IT procurements and contracts for the Agency utilizing the technical and difficult competitive bid process, including, but not limited securing internal approvals, preparing transmittal, and monitoring process to final approval and execution. Develop and prepare contract strategies. Meet with Agency staff on sensitive and complex contracts to provide information regarding legal requirements and limitations when developing contracts. Analyzes work products to evaluate and obtain the appropriate approvals and required documentation. The SSM I will assist with analyzing and providing final review of contracts requiring approval by the Deputy Director of Administration. Ensure compliance with applicable statutes, policies, and procedures by reviewing and evaluating contracts to ensure conformance with the provisions of the Government Code, Civil Code, Business and Profession Code, State Administrative Manual.

Collaborates with DGS OBAS and CPPA Fiscal Office to ensure timely completion of IAAs and contracts and ensure the terms and budgetary amounts are reasonable and account for all budgetary aspects.

- 15% Business Services Management – Manage staff performing business services management, including manage various division-wide Business Services functions

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(telecom, security, equipment, maintenance, office supplies, mail, and records management). Partner closely with CPPA Divisions on special projects. Advise management on a broad spectrum of administrative and program related issues; make presentations and recommendations as needed. Serves as the records management coordinator. Oversees and monitors management of Agency forms associated with internal policies. Develops, and updates program-specific policies and procedures on an ongoing basis. Ensures forms are ADA compliant, available and accessible to all staff.

- 10% Customer Service – Evaluates customer satisfaction and quality of services by responding and resolving sensitive and complex inquiries and complaints from internal and external sources, analyzing processes, policies, and procedures and creating and implementing improvements for staff to follow and ensure the most effective and efficient customer services and administrative functions are provided to CPPA customers to build cooperative working relationships on behalf of the Business Operations Office. Provides direction, guidance, training, evaluation, and supervision to enhance customer satisfaction. Trains, develops, and provides leadership to staff. Complies with state and federal laws, rules, and regulations impacting the team. Identifies appropriate long-range plans and goals to address succession planning and knowledge transfer.

MARGINAL FUNCTIONS

- 5% Performs other job-related duties as required.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Professional office environment.
- Some travel will be required to CPPA offices, which may include working outside of regular business hours in order to meet business needs.
- Monday - Friday workweek with work outside of normal business hours, as needed. The position is part of a distributed team that involves teleworking and reporting to the office as needed/required.
- Daily and frequent use of computer and variety of office software applications.
- Ability to occupy office workstation for extended periods of time.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Employee Signature

Date

Printed Name

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I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name