

ESSENTIAL FUNCTIONS DUTY STATEMENT

ADM-002

(Rev. 2/2024)

Classification Title: Staff Services Manager II	Branch/Division/Bureau: Business Operations Office
Working Title: Business Operations Manager	Office/Unit/Section/Geographic Location:
Position Number (13 Digit): 411-110-4801-xxx	Conflict of Interest Position: <input type="checkbox"/> NO <input checked="" type="checkbox"/> 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 (CalPrivacy)'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.

POSITION CONCEPT

Under the general direction of the Deputy Director of the Administration Division (CEA B), the incumbent serves as the Business Operations Office (BOO) Staff Services Manager II for the Agency and provides leadership, planning, policy direction, and oversight for all business services functions within CalPrivacy. This includes statewide management and coordination of procurement, contracts, facility services, and health and safety programs to ensure compliance with state and federal laws, regulations, policies, and procedures. The SSM II manages professional staff responsible for delivering critical services that enable the Agency to achieve its programmatic objectives efficiently, effectively, and with the highest level of accountability.

SPECIAL REQUIREMENTS

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS**35% PROGRAM OVERSIGHT**

Oversee and manage the Business Operations Office (BOO) within the Administration Division, including daily operations for developing critical and complex

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IT and Non-IT service contracts, procurements, Memorandums of Understanding, solicitations, and amendments for CalPrivacy. Directly supervise all staff in the BOO. Ensure compliance with applicable laws, rules, and policies, including but not limited to: DGS Procurement Division, DGS Office of Legal Services, State Administrative Manual, State Contracting Manuals and Public Contract Code.

Effectively plan, organize, direct, and review facility operations in accordance with established personnel policies and regulations, Equal Employment Opportunity, Memorandum of Understanding, and State Personnel Board laws and rules.

Manage and direct staff across acquisition development, solicitation, execution, and administration functions. Assign staff to acquisitions and projects, monitor workloads, assist with prioritization, and review/approve work products. Troubleshoot complex acquisition-related issues. Maintain documentation and confidential records for procurement projects. Serve as the IT and Non-IT Purchasing Authority Contact (PAC) with DGS to retain Delegated Purchasing Authority. Regularly collaborate with internal and external partners, including legal staff, control agencies, and program managers. Represent CPPA in developing high-profile or large-scale acquisitions. Stay informed on new legislation and policy changes affecting IT and Non-IT services; develop responsive solutions and action plans.

25% PERSONNEL MANAGEMENT

Oversee recruitment, onboarding, probation reports, performance reviews, and Individual Development Plans (IDPs). Address performance issues promptly; implement improvement plans or adverse action as required. Review and approve timesheets and leave requests; ensure adequate staffing coverage. Lead workforce planning and forecast operational support needs. Set objectives, goals, and clear expectations for staff roles. Ensure staff are fully trained to execute complex acquisitions. Confirm completion of required training (e.g., Cal-PCA, DGS certifications). Mentor staff to ensure independent, collaborative work; submission of completed staff work; and problem-solving capabilities. Provide leadership in strategizing how to manage workloads and projects using best practices in contracting. Furnishes continual training, coaching, and mentoring to staff and ensures compliance with all mandated training and job requirements

15% LEADERSHIP, STRATEGIC PLANNING, AND FISCAL MANAGEMENT

Lead strategic planning, project facilitation, and coordination with other Enterprise Operations Services teams. Provide oversight and direction to support CalPrivacy's operational needs. Support fiscal year planning and forecasting to meet ongoing procurement and contracting needs. Analyze workflows and lead workshops to implement process improvements. Ensure fiscal resource allocation and expenditure

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monitoring through subordinate staff.

10% REPORTING, AUDITS, AND SPECIAL PROJECTS

Conduct complex and sensitive special projects, including direct support to the Deputy Director of Administration. Produce monthly acquisition expenditure reports tracking project encumbrances. Coordinate with Legal Staff on Public Records Act (PRA) requests and contract protests. Fulfill interdepartmental and federal reporting or audit obligations as defined in agreements. Lead accreditation audits (triennial, ad-hoc, maintenance) by DGS; coordinate with DGS and internal teams to resolve findings. Direct internal audits of acquisition files to ensure compliance with laws and retention schedules. Complete special projects as requested by Executive Management.

10% INTERNAL POLICIES, PROCEDURES, AND PROCESSES

Lead development and enhancement of internal acquisition-related resources (e.g., forms, templates, memos). Maintain and update the CPPA Procurement Policies and Procedures Manual in accordance with DGS requirements. Track and monitor acquisition status using internal systems and maintain SharePoint sites for documentation. Develop and deliver internal training and workshops on topics such as Scope of Work development, procurement mechanisms, and contract management.

MARGINAL FUNCTIONS

5% Perform other duties as required.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

- Professional office environment.
- Some travel may be required.
- 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

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