

DUTY STATEMENT

Employee Name:	Position Number: 580-221-4800-001
Classification: Staff Services Manager I/Supervisor I	Tenure/Time Base: Permanent/Full-Time
Working Title: Supervisor, Production Unit	Work Location: 3701 N. Freeway Blvd, Sacramento, CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): No
Center/Office/Division: Vital Records and Statistics Division	Branch/Section/Unit: Vital Records Issuance Branch Issuance Section Production 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 supervising staff that issue and maintain permanent records of every birth, death, fetal death, and marriage occurring in California.

The Staff Services Manager I (SSM I)/Supervisor I (Sup I) has an overall responsibility to plan, organize, direct, and coordinate the Production Unit (PU) of the Vital Records Issuance Branch (VRIB). The incumbent will perform high-level tasks such as facilitating process improvement, maintaining relationships with counties and administrative staff, and overseeing legislative tasks related to vital records. The incumbent directly supervises a group of analysts and one Supervising

Program Technician III in VRIB and indirectly supervises the activities of subordinate Supervising Program Technicians and Program Technicians.

The incumbent works under the general direction of the SSM II/Sup II, Supervisor of the Issuance Section.

Special Requirements

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

Essential Functions (including percentage of time)

35% Plan, organize, and direct the work of PU to carry out its mission accurately and within specific time constraints. Actively monitor workload and production in each of the teams to maintain a balanced workflow through periodic cycles of heavy workload. Generate and review status reports, redirecting existing resources across groups, and identifying the needs for staff coverage at peak workload and production times for the following units/teams:

1. Production Unit (PU): Oversee analysts in issuance, training, and quality assurance over the branch, identifying conflicts between California law and federal requirements established by the Intelligence Reform and Terrorism Prevention Act of 2004 and the Real ID Act.
2. Scanning, Batching, Imaging Team (SBIT): SBIT reviews and evaluates all incoming requests for amendments to vital records and certified copies of vital records to determine and initiate appropriate disposition.
3. CRTS Entry Team (CET): CET keys information from customer requests into Center Request Tracking System (CRTS).
4. Certified Processing Team (CPT): CPT conducts manual searches for vital records that are not identified by the CRTS database. CPT maintains and searches indexes for document filing, identification, and retrieval. CPT initiates the process for making certified copies of vital records.
5. Mail Procession Team (MPT): MPT is responsible for obtaining, opening, sorting, and distributing all incoming mail for the Vital Records and Statistics Division (VRSD). The MPT is also responsible for the pickup and delivery of all outgoing mail.

20% Select, evaluate, and train subordinate supervisors to implement existing and revised procedures to ensure or improve overall efficiency of vital records operation. Evaluate the performance of subordinate supervisors and analysts and review evaluations of employee performance prepared by subordinate supervisors. Recruit personnel to fill vacant positions.

Ensure new staff are trained and all staff are provided ongoing training and cross-trained to maintain optimum production. Maintain training manuals, process Public Records Act requests, develop Policy and Procedures, and assist with customer service on the PU phone line.

- 15% Responsible for monitoring and responding to inquiries and activities related to banknote security paper on which vital records are issued. Oversee the development of policies and procedures to implement security and fraud prevention standards with federal guidelines. Assist and provide guidance in the preparation of recommendations for legislative, regulatory, and policy changes at all levels.
- 15% Lead the implementation and oversight of the California Integrated Vital Records Systems (Cal-IVRS) Issuance Module workflow within VRIB. Collaborate with internal teams and external stakeholders to ensure the module supports accurate, secure, and timely issuance of vital records. Monitor system performance, identify and resolve workflow issues, and recommend enhancements aligned with federal and state requirements. Provide training and guidance to staff on Cal-IVRS procedures and ensure integration with existing operations and quality assurance protocols.
- 10% Maintain working relationships and coordinate activities with the following:
1. Local registrars, county clerks, and county recorders in all California counties. Ensure uniform compliance with statutes affecting vital records issuance through frequent contact at all levels, including providing local offices copies of records that are missing from county databases, reviewing/redacting records issued by counties from the statewide database, or providing copies of records that have been amended or established through various registration methods at the state levels (i.e., adoption, paternity establishment, delayed or court order delayed). Provide periodic orientation seminars and tours for newly appointed county staff.
 2. Departmental Business Services related to office space, telecommunications, equipment, supplies, and maintenance.
 3. Human Resources Division regarding hiring and personnel management, including grievances and disciplinary action, classification, and bargaining unit contract issues.
 4. National partners working with vital records.

Marginal Functions (including percentage of time)

- 5% Perform other work-related duties as required.

☐ 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: HH

Date: 12/17/25