



Classification: Staff Services Manager I (Supervisory)
Position Number: 880-240-4800-001
880-240-4800-003

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 25-240-025 25-240-026	Classification Title: Staff Services Manager I (Supervisory)	Position Number: 880-240-4800-001 880-240-4800-003
Incumbent Name: Vacant	Working Title: Training Services Unit Supervisor	Effective Date: TBD
Tenure: Permanent	Time Base: Full time	CBID: S01
Division/Office: Office of Research, Planning and Performance (ORRP)		Section/Unit: Training Services Unit
Supervisor's Name: Jami Ferguson		Supervisor's Classification: Staff Services Manager II (Supervisory)

Human Resources Use Only:	
HR Analyst Approval: <i>Tiffani Pace</i>	Date: December 22, 2025

General Statement	
Under the direction of the Staff Services Manager II (Supervisory) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.	
Position Description	
The Staff Services Manager I (Supervisory) (SSM I) supervises the daily Unit operations and supports the long-term development of the Water Boards' training program. The SSMI represents the Water Boards at internal and external meetings and forums and stays current with professional development trends, challenges, and opportunities.	
Essential Functions (Including percentage of time):	
35%	Plans, organizes, and supervises the daily operations and long-term development of the Water Boards' training programs, including the Water Leadership Program. Establishes priorities;



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	<p>coordinates unit activities; tracks key milestones and deadlines; and reviews work products to ensure completeness, accuracy, and alignment with program objectives. Monitors and evaluates established performance metrics to assess program effectiveness and identify opportunities for continuous process and service improvements.</p> <p>Provides clear direction and guidance to staff responsible for maintaining and updating training guidance documents and the Training Services SharePoint site, including developing new content, reviewing proposed revisions, and communicating required updates. Ensures internal procedures are well documented, current, consistently applied, and understood by staff. Oversees staff development of operational expertise necessary to administer the Learning Management System; manage training contracts; coordinate internal and external training opportunities and conferences; provide customer service support; maintain course materials; and ensure timely communication and publication of training offerings.</p> <p>Promotes staff development through ongoing coaching, mentoring, and identification of professional development opportunities. Establishes clear performance expectations; conducts probationary and annual performance evaluations; and addresses employee performance and personnel matters in accordance with applicable bargaining unit agreements, CalHR policies, and State of California personnel laws and regulations.</p>
25%	<p>Prepares or supervise preparation of reports to assess the effectiveness of the Water Boards' training programs. Participates in creation and administration of needs assessment surveys, reviews training evaluations, and communicates training information and opportunities to management and staff. Represents Training Services as a training subject matter expert, answering questions and providing information to staff, management, and other agencies on the Water Boards' training guidelines and the limitations of the training program.</p> <p>Represents the Water Boards in outreach and engagement efforts, including giving presentations, facilitating meetings and workshops. In cooperation with the Communications Office and the Office of Public Participation, develop talking points, presentations, and outreach material for members of the media and the public. Clearly convey complex analyses and concepts to diverse audiences and respond to technical and regulatory questions.</p>
15%	<p>Determines the most appropriate training provider(s) for various Water Board training needs. Oversees preparation and management of training contracts. Coordinates team budget review and oversee spending and invoice payments. Ensure monthly budget snapshots are available for management review. Approves and coordinates supervisory coaching requests and training course sponsorships. Provides data and narrative for Deputy Management Committee and Management Coordinating Committee updates upon request.</p>
Marginal Functions (Including percentage of time):	



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10%	Designs, develops and delivers training courses to assist with understanding of new and existing training processes. Develop training content and reference material to be added to the Learning Management System. Represents the Water Boards at California Network of Learning Professionals meetings and CalEPA Cross Board-Department-Office (BDO) group training events to maintain relationships with other units and share resources and information, bringing back information to the training team.
10%	Support a healthy and productive work environment by engaging with staff on work/life balance, teamwork, professional development, and technical skill building. Perform administrative duties as a first-line supervisor, including timekeeping, approval of requests for training and travel, and performance evaluations. Hire, train, and supervise staff performing duties to effectively provide training services to Water Boards employees.
5%	Performs other duties as required.

Typical Physical Conditions/Demands:

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:

The incumbent works on the 13th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday.

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date