

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Office Services Supervisor II (General)

POSITION NUMBER:

865-1150-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

CCLD /Child Care

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Child Care Regional Office

SUPERVISOR'S NAME:

TBD

SUPERVISOR'S CLASS:

Licensing Program Manager II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Subject to DOJ and FBI fingerprint clearance.

See P. 2 and P. 3

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

- ☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

The Office Services Supervisor II (OSS II) (General) has direct supervisory responsibility over a medium-sized group of five or more staff engaged in moderate to complex clerical work.

Total number of positions for which this position is responsible: at least 5

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system.

The core mission of the Child Care Program is to ensure the health and safety of children in care. The Child Care Program strives to provide preventive, protective, and quality services to children in care by ensuring that licensed facilities meet established health and safety standards through monitoring facilities, providing technical assistance, and establishing partnerships with providers, parents, and the child care community.

CONCEPT OF POSITION:

Under the direction of the Regional Manager, the Office Services Supervisor II (OSS II) (General) directs the activities of five or more clerical staff and may directly handle complex or sensitive office reports and correspondence, including keeping varied levels of management abreast of projects. The OSS II (General) may need to assign, direct, and coordinate the handling of clerical activities such as phone coverage, mail handling, establishing files, and filing and typing.

A. RESPONSIBILITIES OF POSITION:

- 45% Has full supervisory responsibility for clerical staff. Assigns and monitors office workloads to assure timely and quality production within the clerical unit. Coordinates clerical activities such as phone coverage, processing mail, typing and editing correspondences, and filing.
- 15% Participates in the recruitment and hiring of clerical staff, handling problems of staff relations, evaluating performance, and resolving personnel problems. Responsible for clerical staff training. Develops training needs for support staff in order to ensure staff is equipped with the skills and knowledge to perform their duties/daily tasks by utilizing direct observation and communication skills as directed by departmental policy and procedures on an as needed basis.
- 10% Ensures the maintenance of control records and logs for office controls such as attendance, Licensing Information System, or any other necessary management information and subject correspondence files.
- 10% Develops, implements, evaluates, and modifies clerical unit procedures to maintain effective office flow. Maintains desk reference manual to ensure staff have accurate instructions to follow in the absence of the OSS II (General) utilizing computer applications, memos, and departmental policy and procedure as needed.
- 10% Provides clerical support for the Regional Manager and Local Unit Managers (Licensing Program Supervisors) on complex or sensitive correspondence or memos.
- 5% Reports to Regional Manager and/or Local Unit Manager any breakdown in established procedures, and problems in clerical operation.
- 5% Other special projects required by management such as but not limited to assisting with office equipment such as duplicating machines, computer equipment, postage meters, transcribers, etc., and arranges repairs or maintenance as needed.

B. SUPERVISION RECEIVED:

The OSS II (General) receives general direction from the Regional Manager. The OSS II (General) routinely collaborates on assignments of clerical responsibility and clerical priorities with the manager as it directly affects all office practices.

C. ADMINISTRATIVE RESPONSIBILITY:

The OSS II (General) with the consent of the manager assigns clerical responsibility to members of the unit.

D. PERSONAL CONTACTS:

The OSS II (General) may receive calls from licensees and the public on routine office activities such as office orientations.

E. ACTIONS AND CONSEQUENCES:

The OSS II (General) is responsible for ensuring clerical activities are completed in a timely manner such as fire clearance, and preparing legal documents such as Statement of Facts. Failure to handle these tasks promptly could cause delays in licensing facilities, the closure of facilities, and action against facility staff which would result in poor care and risk to clients in facilities.

F. OTHER INFORMATION:

The Supervisor should be able to handle stress, equitably delegate responsibility and balance office needs.