

**DEPARTMENT OF JUSTICE  
DIVISION OF LAW ENFORCEMENT  
BUREAU OF FIREARMS  
Quality Support Program – Limited Term  
420-505-4801-901**

**JOB TITLE:** Supervisor II

**WORKING TITLE:** Supervisor II

**STATEMENT OF DUTIES:** Under the direction of the Manager (MNGR) II, the Supervisor (Sup) II performs at the full managerial level and is responsible for planning, organizing, directing, and administering the work of professional staff within the Quality Support Program (QSP) in a Limited Term capacity. The QSP is comprised of the Quality Assurance (QA) Unit and QA Teams. The Unit is responsible for training Armed and Prohibited Persons Unit (APPU) staff who conduct firearms eligibility checks, performing quality assurance reviews of said eligibility checks, developing and delivering bureau wide training to ensure teams are consistently and correctly applying laws specific to firearms purchase and possession and contacting law enforcement agencies in an effort to obtain missing disposition information on rap sheets. The Sup II reviews and evaluates workflow and quality of work, ensures processing timelines are met by all units, establishes and maintains project priorities, monitors and exercises control over assigned resources/projects in accordance with DLE/Bureau policies and procedures, and manages and makes decisions and/or recommendations to bureau-level management. The Sup II implements new units/procedures, manages projects, allocates resources, and monitors and evaluates program efficiencies. These functions are critical to the Bureau's and Department's mission.

**SUPERVISION RECEIVED:** Directly supervised by the MNGR II over the Firearms Clearance Section.

**SUPERVISION EXERCISED:** The Sup II directly supervises two (2) Sup Is.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate, and work at a computer workstation for up to a minimum of eight hours a day in order to prepare work assignments.

**TYPICAL WORKING CONDITIONS:** Enclosed windowed office in a smoke-free environment. Must work core business hours, Monday – Friday, and on occasion weekends and holidays.

**ESSENTIAL FUNCTIONS:**

40% Plan, develop, organize, direct and evaluate all aspects of the QSP – Limited Term operations, including work procedures, assignments, current and projected workload, training needs, and general office management, to ensure efficient workflow and quality of work; establish and maintain project priorities; monitor and exercise control over assigned resources/projects in accordance with the DLE/BOF policies and procedures; implement procedures, manage projects, and allocate resources; and oversee the most difficult, complex, and sensitive program responsibilities. Must analyze situations accurately and adopt an effective course of action.

- 30% Coordinates with bureau management and executive staff to ensure that State and Federal laws, policies, operating procedures are consistently managed throughout the Bureau and facilitates communications between all levels of management and supervision within the Bureau. Assists bureau management in the development of plans and goals. Establishes and maintains cooperative working relations with those contacted during the course of work. Consults with the Department's Deputy Attorney Generals (DAGs) as needed to interpret questionable statute requirements.
- 10% Suggests legislative proposals for the Department to advance and/or enhance the electronic processing capabilities of firearms programs. Identifies key policy issues, provides key policy advice, and participates in the development of policies associated with firearms-related criminal and applicant statewide processes that could potentially affect California citizens, other Bureaus, and other State Departments. Effectively participates as a member of the management team. Participates in various meetings on behalf of the bureau, and informs management and executive staff of pertinent information.
- 10% Reviews, edits, and/or provides initial approval for bulletins, letters, special reports, and articles relating to the functions of the program, oversees the timely preparation of detailed statistical reports, charts, and graphs, and reviews reports for accuracy of information prior to distribution to bureau management and executive staff. Provides documentation or testifies in court proceedings related to legislation that has been implemented and provide information for Public Requests Act.
- 10% Oversees hiring, manages activities and performance of personnel; mentors and assists subordinates with upward mobility; and prepares staff evaluations, disciplines employees, and handles grievances. Acts in the capacity of the MGNR II, as assigned.

*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date