

Classification Title: Supervisor II	Branch/Division/Bureau: Public and External Affairs Division
Working Title: DROP Support Manager	Office/Unit/Section/Geographic Location: Sacramento/SF/LA
Position Number (13 Digit): 411-140-4801-xxx	Conflict of Interest Position: <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES
RPA Number: 29664	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) preparing for meaningful administrative enforcement of those rights. The CPPA also implements and enforces the California Delete Act (Civil Code section 1798.99.80 et seq.), which include requirements for the CPPA to build maintain the Data Broker Registry and the accessible deletion mechanism (referred to as the Delete Request and Opt-out Platform, or DROP).

POSITION CONCEPT: Under the direction of the Assistant Deputy Director of Public and External Affairs – Delete Act (CEA A), the DROP Support Manager (Supervisor II) owns and leads day-to-day activities supporting CalPrivacy’s efforts to implement the Delete Act. This role is responsible for developing a support program that serves two user groups: everyday Californians exercising their privacy rights, and data brokers navigating compliance obligations. The DROP support manager designs support systems, defines success metrics and creates support policies and procedures that are accessible, efficient and user-friendly. The position is responsible for managing responses to support requests coming from users of the DROP system and with the .the planning, implementation and development of a support program needed to ensure that DROP is an effective, user-friendly platform for consumers, data brokers and internal administrators.

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. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

ESSENTIAL FUNCTIONS

40% Delete Request and Opt-out Platform (“DROP”) Support Program Development and Operations

Refine and maintain a customer success program for DROP, including configuration of helpdesk tools to enable workflows, escalation frameworks, response templates, user guides and triage protocols for users of DROP. Establish feedback loops to capture user pain points and translate insights into potential system, process and product improvements. Define and track support metrics for DROP and deliver regular performance reports and briefings to executive leadership. Prepare briefing materials and website updates for executive leadership based on DROP support metrics, consumer feedback and other support-related insights.

Respond in accordance with program SLAs to inquiries from data brokers and consumers related to DROP. Review and approve data broker account creations/deactivations and process consumer residency reviews. Work collaboratively with the Legal, Administration, and IT divisions, to support ongoing design, testing, and deployment updates to DROP. Report any system issues based on analysis and triage of consumer, data broker, and staff inquiries and issues. Develop and maintain DROP user guides, procedures, response templates, and other documentation necessary to ensure ongoing efficiency of the DROP system

25% Outreach & Education

Write content and develop materials, including guides and talking points, to help consumers understand and use DROP, and that help data brokers meet their compliance obligations. Prepare documentation and knowledge base related to use of DROP by consumers and data brokers. Facilitate work related to translation of consumer-facing materials into other languages. Support data broker inquiries related to timely and accurate publication of the annual Data Broker Registry. Execute communication strategies in coordination with Executive leadership, including preparation of training materials, public presentations, and statistical reports.

20% Enforcement Coordination & Support

Define and develop support metrics and reports for use by Enforcement Division. Prepare records and reports when requested by Enforcement Division staff in furtherance of ongoing investigations and litigation.

Facilitate effective contact across divisions related to Enforcement Division inquiries, including requests for system and investigation support. Prepare records, affidavits, reports, and other evidence when requested by Enforcement Division staff in furtherance of ongoing investigations and litigation. Testify when necessary in administrative proceedings brought by the Agency about DROP operation and data broker performance in the system. Timely notify Enforcement Division staff of potential violations observed within the DROP system.

10% Supervision & Work Assignments

Recruits, hires, trains, develops, and provides managerial review of subordinate staff, including the Data Broker Analyst. Supervises and directs the work of subordinate staff

by providing guidance, planning, assignment, and review of staff work in order to carry out implementation of the Delete Act. Collaborates and works closely with Legal and IT Division staff dedicated to Delete Act implementation, including coordinating review and deployment of all DROP system components, and triaging data broker and consumer complaints and concerns.

MARGINAL FUNCTIONS

5% Provide leadership for the Data Broker Unit in the absence of the Assistant Deputy Director

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