

Duty Statement

Supervisory

Section I

POSITION INFORMATION

A. Current Position Number	B. Probationary Period /Job Evaluation Period	C. Form 700 Filer?
785-403-9926-XXX	12 Months	No
D. Incumbent Name	E. Classification/Job Title	F. Date of Hire
	Supervising Program Technician III	
G. Unit, Section, Division	H. Location	
Notary Section, Business Programs Division	Los Angeles	
I. Name of Immediate Supervisor/Manager	J. Classification/Title of Immediate Supervisor/Manager	
Robert Tcheng	Supervisor I	
K. CBID (Bargaining Unit)	L. Time Base	M. Tenure
S04	Full Time	Permanent
N. Work Schedule	O. Work Hours	P. Telework
Monday – Friday	8:00 AM – 5:00 PM	100% In-Office
Q. Background Check Required	R. Job Requires Driving Automobile	S. Certification Required
☐ Yes	☐ Yes	☐ Yes
☒ No	☒ No	☒ No

Section II

JOB DESCRIPTION

Indicate the major functions and associated duties, and the percentage of time spent on each (list higher percentages first). Essential functions assigned less than 5% should be combined with other task statements. The total percentage of all functions, including marginal, must equal 100%.

DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Supervisor I, Supervisor II and/or an Assistant Division Chief; this full supervisory level position works with a high level of independence and trains, plans, organizes and directs the work of a large to moderate sized staff comprised primarily of Program Technicians II and/or Temporary Help, through subordinate supervisors or directly with staff as needed; and personally performs the most complex work. The incumbent must develop a thorough and detailed knowledge of applicable laws, rules and regulations and of the department policies and procedures; as well as knowledge of other sections/divisions within the Secretary of State and other agencies for referrals when necessary. The incumbent must be capable of tactfully handling sensitive public contact, difficult questions, irate or dissatisfied customers and deal effectively with subordinates, peers and superiors.

ESSENTIAL FUNCTIONS

Percentage	Description of Duty
35%	<u>Performance Planning</u> Work with subordinate supervisors in planning, organizing and directing the flow of work (filings, requests and customer phone inquiries) in the Section, and ensuring the Agency's policies and procedures are followed. Facilitate appropriate subordinate supervisor and staff training, guidance and motivation. Ensure the priorities and goals of the Section are accomplished and assignments are properly completed.
25%	<u>Operational Review</u> Review operational statistics and workload (filings, requests and Customer phone inquiries) issues with the Manager and other Section Supervisors; bring policy problems to management's attention; assist in the formulation of Section policies; recommend changes in procedures to develop more effective service to the public, and implement changes approved by the Manager.
25%	<u>Coordination & Outreach</u> Deal effectively and diplomatically with other governmental agencies, non-governmental groups, the legislature, professionals including attorneys and accountants, Secretary of State (SOS) staff and the general public with regard to sensitive situations, program policy changes, and any law changes which may affect filing issues. Interact professionally with the public, via the telephone, mail, email and in person regarding filing documents and/or information requests, difficult questions or general inquiries. Explain Division's interpretation of relevant laws, rules and regulations to members of the business community and general public and handle complaints, the most complex problems and the most sensitive situations.

MARGINAL FUNCTIONS

Percentage	Description of Duty
10%	<u>Administrative</u> Initiate personnel actions – commendations, annual performance appraisals for subordinate supervisors, disciplinary actions if and when necessary; plan and arrange supervisor's training programs.
5%	<u>Management Support</u> Represent the Manager as required at Upper Management Staff Meetings; consult with other Division representatives, other agencies, and/or various non-governmental groups such as Committees of the California State Bar, the California Banker's Association, and service companies; and participate in small business seminars and conferences as needed or required. Act as a representative of the Secretary of State and provide subject matter expertise to assist with the facilitation, planning, organizing, and program support of California Secretary of State Pop-Up Shop events in California. Perform other duties as required.

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned that fall within their classification, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

Section III

EMPLOYEE/SUPERVISOR STATEMENT

EMPLOYEE'S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION: (If you believe reasonable accommodation is necessary, please initiate a discussion with either your supervisor or the Secretary of State's Human Resources Bureau).

EMPLOYEE NAME (PRINT FULL NAME) ➡	EMPLOYEE SIGNATURE ➡	DATE SIGNED ➡
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME) ➡	SUPERVISOR SIGNATURE ➡	DATE SIGNED ➡
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