

Department of Consumer Affairs
Position Duty Statement
HR-041 (Revised 7/2015)

Classification	Board/Bureau/Division
Supervisor I	Bureau for Private Postsecondary Education
Working Title	Office/Unit/Section/Geographic Location
Licensing Supervisor	Bureau for Private Postsecondary Education Licensing Unit/Licensing Section Sacramento
Position Number	Name and Effective Date
644-110-4800-004	

General Statement: Under the general direction of the Supervisor II, the Supervisor I provides direction and supervision to the Licensing Section team of analytical, technical and clerical support staff within the Licensing Unit. The supervisor performs duties in the coordination and management of the educational institution approval to operate program functions. Duties include, but are not limited to:

A. SPECIFIC ACTIVITIES [Essential (E)/ Marginal (M) Functions]

55% (E) Program Management and Liaison Requirements

Implement and manage licensing workload plans and delegate assignments to analytical, technical and clerical support staff. Supervise, direct, and monitor the assigned workload of subordinate staff in processing the approval to operate applications, renewal applications, substantive change applications, and requests to verify exemption to assure timely handling and completion of assignments. Provide analytical, technical and clerical training and assistance to staff as needed. Collaborate and partner with Bureau management, the Education Specialists and the Enforcement Unit in those instances where a higher level of institution review pertaining to quality of education or enforcement may become apparent through the application processes. Prepare recommendations for Bureau Executive management review for establishing minimum operating standards to ensure benchmarks are met and that the content of each program achieves its stated objectives for student achievement; providing qualified administrators and faculty; and a financial sound educational institution. (20%)

Implement and manage the educational institution Annual Report and renewal fee processes. Review delinquency fee reports and prepare recommendations for investigatory or disciplinary actions. (10%)

Review workload product and recommendations submitted by analytical and technical staff for approval to operate or denial of applications. Establish the process and procedures for granting approval to operate and review educational institution case recommendations from staff ensuring all comply with the provisions

of the California Private Postsecondary Education Act of 2009, the Bureau regulations and other laws or ordinances as applicable. (10%)

Serve as the Bureau's primary contact on issues pertaining to the approval to operate processes by means of accreditation. Respond to the most complex accredited and non-accredited postsecondary education inquiries from educational institutions, affiliate organizations, other State or Federal governmental or law enforcement agencies, students, consumers, or other stakeholder agencies. Perform the most complex and sensitive analytical work in processing approval to operate applications. (5%)

Coordinate the Bureau's Memorandum of Understanding process with other agencies where there is dual regulation. (5%)

Serve as the Bureau liaison regarding Approval to Operate regulations and inquiries. Anticipate program changes from legislation, affecting Approval to Operate policies and procedures and propose recommendations. Identify, recommend, develop and maintain procedural processes to maximize efficiency in the Licensing Section to ensure goals are met. Implement procedure changes required by policy and/or legislative changes. Collaborate with the Bureau Administrative Support Section to ensure appropriate updates are incorporated into the Connect database system. Coordinate implementation of the Connect system to facilitate the Bureau's participation in the departmental licensing and electronic fee payment processes. (5%)

20%

(E) Human Resource Management: Training, Performance Improvement

Prepare on-going evaluations, probation reports, annual performance evaluations, and other personnel performance documents in keeping with accepted principles, practices and techniques of effective supervision and in accordance with the State progressive discipline processes. Review and approve subordinate travel plans and expense reports.

Identify appropriate in-service training needed for employees to meet or exceed job performance goals. Develop plans for improved performance and/or upward mobility training. Plan and schedule required training for the Licensing analytical, technical and clerical support staff.

Prepare and present workload statistics to the Deputy Bureau Chief and Bureau Chief. Review, analyze and monitor Section quality performance standards. Recommend process improvements to policies and procedures to promote efficiency.

Assess Section operational needs. Recommend changes in personnel, positions, and duties. Participate in the hiring process for Objectives and in accordance with the policies and guidelines mandated under Federal and State personnel laws, the

State's Equal Employment Opportunity Objectives, and negotiated bargaining unit agreements.

20% (E) Administrative Reports

Coordinate the collection and submission of licensing data and workload information for the Department's Annual Statistical Profile.

Coordinate completion of fiscal impact analyses on proposed legislation pertinent to licensing as needed. Complete special projects or conduct research for the Deputy Bureau Chief, Bureau Chief or others as required or requested.

5% (E) Business Services, Meetings, and Bureau Outreach

Assess business services needs for office supplies and equipment for subordinate staff. Requisition supply and equipment needs in accordance with Bureau protocols. Attend Unit staff meetings. Schedule and facilitate Section staff meetings. Represent the Bureau interests at various departmental or Bureau outreach venues.

B. Supervision Received

The Supervisor I is under general direction and receives assignments from the Supervisor II or the Bureau Chief.

C. Supervision Exercised

The Supervisor I provides general direction and supervision to a team of analytical and technical staff.

D. Administrative Responsibility

This supervisor is responsible for managing all application processing operations in the Approval to Operate Section; coordinating the initial and continuous training of all staff and managing the Section's ability to stay abreast of State, departmental and program changes. The supervisor responds appropriately and expeditiously in implementing necessary changes in operations to achieve and sustain an acceptable level of Section performance and service, or exceed expectations, in providing assistance to educational institution representatives, California consumers, students and other interested parties.

E. Personal Contacts

The supervisor will have daily contact with all levels of Bureau staff and applicants and affiliates of private postsecondary institutions. The supervisor will have contact with departmental program staff, other governmental agencies, legislative representatives, consumers, or other individuals interested in program operations.

F. Actions and Consequences

Failure to perform timely reviews, make thorough and accurate assessments and judgments or effectively administer the laws and regulations that govern private postsecondary educational institutions may result in harm to the general public,

unapproved/inefficient operations of private postsecondary educational institutions, or unjustified determinations against private postsecondary educational institutions.

Failure to exercise good judgment in responding to requests for public information, or in the handling of sensitive issues may result in incorrect information being released, which could jeopardize the confidence and integrity of the Bureau or the Department of Consumer Affairs.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. Daily access to and use of a personal computer and telephone is essential. Use of a computer mouse and keyboarding (computer and phone keypad) is required. Sitting and standing requirements are consistent with work in an office setting. Occasional lifting from 10-15 pounds may be required. Occasional travel throughout an assigned geographical area by various methods of transportation may be required.

H. Other Information

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Due to the confidential and sensitive nature of the assignments, the incumbent must consistently exercise a high degree of initiative, independence, sound judgment and creativity in performing assigned tasks. The incumbent must be self-motivated, conscientious and dependable. Professional courtesy and the ability to act independently must be demonstrated at all times. The supervisor routinely works with sensitive and confidential issues and/or documents and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals, or to sensitive program matters at all times.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

Adherence to a consistent work schedule is critical to the successful performance of the position due to the heavy workload and time-sensitive nature of the work.

The following leadership competencies are important for successful job

performance:

Change Leadership	Decision Making	Thoroughness
Workforce Management	Conflict Management	Developing Others
Planning and Organizing	Team Leadership	Communication
Customer Focus	Ethics and Integrity	Interpersonal Skills
Personal Credibility	Foster Diversity	

The following skills are important for successful job performance:

Writing skills	Effective communication skills	Organizational skills
Analytical skills	Interpersonal skills	Planning skills
Speaking skills	Prioritization skills	Computer skills

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 and Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Classification

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, Classification

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