

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Supervisor I

POSITION NUMBER:

800-812-4800-955

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

CCLD/Central Operations Branch

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

Information Technology Liaison/Operations

SUPERVISOR'S NAME:

Nicole Ross

SUPERVISOR'S CLASS:

Supervisor 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)

All applicants will be fingerprinted and must pass a criminal background check. May require occasional travel.

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

SUPERVISOR'S SIGNATURE

DATE

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

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.

3 Analyst IIs

Total number of positions for which this position is responsible: 3

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

MISSION OF ORGANIZATIONAL UNIT:

Serving as agents of change by improving process gaps, documenting knowledge transfers, and creating processes that teach partners department-wide procedures and policies. Supporting the Community Care Licensing Division (CCLD) through changes in technology, needed improvements, and ongoing systems usage to provide a continuity of services and meeting legislative mandates.

CONCEPT OF POSITION:

Under the direction of the Supervisor II, the Supervisor I will be responsible for providing contract, procurement, bill/legislation, program, and operational program support for CCLD. The Supervisor I will work collaboratively across Divisions to resolve barriers to contract and procurement execution to mitigate impact to CCLD operations while maintaining compliance.

A. RESPONSIBILITIES OF POSITION:

35% Provides support and management of CCLD IT contracts, software, and program operations. This includes planning and prioritizing work assignments to ensure maximum operational effectiveness and completion within required time frames and mandates. Reviews, modifies, and approves IT contract and software documentation, and ensures contract and software packages are complete and submitted to the Information Systems Division (ISD) on time. Oversees contract and software tracking and provides collected information to stakeholders and the management team. Collaborates with ISD teams to conduct procurement activities, streamline processes, and coordinate Information Technology Acquisition Plan-related activities. Provides recommendations to and advises the Section Chief on section operations, submits proposals, and reports issues on an ongoing basis.

30% Participates in process flow meetings that outlines business needs for process or system changes. Participates in user system development, testing, or improvement work groups, soft launch, or system implementation efforts in support of Division or Department initiatives. Reviews, reconciles, and approves invoices for contract services and procurements. Ensures accurate tracking of software licenses and updates to project logs. Reviews Information Technology Requests related to contracts, procurements, and program change requests.

20% Provides system support to assist CCLD programs with system changes resulting from bill legislation. Oversees bill legislation assessments for IT impact, communicates with Division programs to understand requirements for compliance, and collaborates with ISD and fiscal teams to develop cost estimates for resources needed to meet legislative requirements. Attends quarterly meetings with program partners and ensures program needs are adequately supported.

10% Performs other required duties, including time reporting, staff probationary reports, annual performance appraisals, and disciplinary actions when necessary. Works with staff to set career goals and assigns tasks to support their development. Collaborates with the management team to establish strategic goals, objectives, and resource allocations. Ensures adequate coverage of group inboxes. Reviews and ensures essential work documents are properly stored and secured. Acts on behalf of the Section Chief, as needed.

5% Provides coverage for other units in the section. Performs other duties as assigned.

B. SUPERVISION RECEIVED:

The Supervisor I reports to and receives direct supervision from the Supervisor II of the Operations Section.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor directly supervises three Analyst IIs. The Supervisor I is responsible for providing support and management of unit assignments to ensure staff assignments are accurate, complete, and timely. The Supervisor I must ensure project timelines and legislative mandates are met and new processes are documented while existing processes are continuously reviewed for accuracy and updated accordingly.

D. PERSONAL CONTACTS:

The Supervisor I has frequent contact with staff and other members of the management team, stakeholders, and external agency partners.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential phone calls and/or correspondence or inability to use tact and good judgment will impact communications and relationships with internal and external partners. Inability to complete projects timely could result in increased costs and system failures. Failure to handle requests for assistance promptly may create a barrier to accomplishing the Division and Department's mission. Failure to meet legislative mandates could put the Department at risk of being non-compliant.

F. OTHER INFORMATION:

The Supervisor I must demonstrate excellent written and verbal communication skills. Must possess the ability to maintain composure in stressful situations. Demonstrate a commitment to following best practices and applying standard practices throughout the Division/Department. Demonstrate the ability to gain and maintain confidence and cooperation of others. Show initiative in making work improvements, identifying and correcting error, and initiate work activities. Demonstrate a commitment to fostering staff development through coaching, mentoring, and training. Experience in licensing program operations and innovative leadership experience is desirable. Occasional travel may be required since CCLD operates via offices throughout California.