



Position Information

Employee Name:

Position Title:

Senior Mail Operations Manager

Program:

Mail & Print Services

Work Unit:

Mail Operations

Classification:

Supervisor II

Report To:

Manager II

Collective Bargaining Identifier (CBID):

S01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Bilingual Position: Not applicable.

Rotational Assignment: Not applicable.

Program Information:

Mail & Print Services is a core operational program within State Fund responsible for providing critical mailing, printing, and distribution support to every major business unit across the organization, including Claims, Policy, Legal, Human Resources, CPC, and other internal departments. The program ensures timely, accurate, and compliant delivery of high-volume correspondence and printed output essential to State Fund's business operations.

Purpose/Scope:

Under the general direction of the Manager II (Director of Mail & Print Services), the Supervisor II (Senior Mail and Print Operations Manager) provides high-level, second-level leadership and strategic oversight of Centralized, Local, and Regional Mail Operations; Quality Control; and Electronic Delivery of Mail. This position ensures statewide operational alignment with corporate guidelines, procedures, and State Fund's enterprise goals while developing, guiding, and supporting frontline leaders who manage day-to-day mail and print operations and carry out operational projects within Mail & Print Services

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

25% Essential

- 1. Lead, develop, and oversee hybrid Mail & Print Services operations and administrative functions across northern, central, and southern California to ensure statewide operational efficiency, consistency, and compliance.**
 - a. Provide strong second-level leadership for a hybrid workforce across Northern, Central, and Southern California, ensuring supervisors receive clear guidance and support to manage daily Mail & Print Services operations.
 - b. Set expectations, delegate effectively, and develop supervisors to ensure timely, accurate printing, processing, and delivery of mail in alignment with established service standards and enterprise goals.
 - c. Serve as the senior subject matter resource for complex Mail & Print Services issues, operational escalations, and cross-regional impacts.
 - d. Assess workforce challenges, anticipate operational needs, and guide supervisors in developing staffing and operational plans that support statewide consistency and efficiency.
 - e. Oversee and expand the Electronic Delivery of Mail, including digital transfer methods.
 - f. Ensure procedures are current, well-documented, and stored on the Mail & Print Services SharePoint.
 - g. Review and direct supervisors on the development and analysis of operational metrics.
 - h. Lead supervisors through contingency planning and after-action reviews; ensure lessons learned are translated into improved processes.
 - i. Oversee timekeeping compliance by validating timely and accurate submissions and ensuring leaders maintain accountability.
 - j. Review operational documents, staffing requests, workflow changes, regional needs, and equipment requirements to support efficient daily operations.
 - k. Ensure administrative activities across all sites (Vacaville, Fresno, Regional Mail) follow consistent statewide standards.

20% Essential

- 2. Provide operational leadership, coaching, and second-level leadership to ensure Mail and Print Services supervisors consistently manage daily operations, maintain service standards, and support consistent workflows across Centralized, Local, and Regional Mail.**
 - a. Provide ongoing coaching that strengthens Supervisor capability, engagement, and readiness to meet evolving operational needs.
 - b. Ensure Supervisors conduct regular 1:1s, team meetings, and check-ins to reinforce expectations, support professional growth, and address workload needs.
 - c. Attend and actively participate in leadership and operational meetings; ensure Supervisors participate appropriately in meetings related to their responsibilities.

- d. Oversee Supervisors as they monitor incoming work to ensure timely completion within SLA timelines and escalate barriers as needed.
- e. Ensure Supervisors track staff production accurately and submit weekly metric reports; review trends and elevate key insights to management.
- f. Ensure unit equipment is safely operated and properly maintained across all mail sites; verify Supervisors uphold safety standards.
- g. Oversee documentation practices by ensuring Supervisors maintain written procedures in SharePoint and complete annual updates.
- h. Guide Supervisors in developing and analyzing metric reports to identify performance trends, workload challenges, and improvement opportunities.
- i. Support Supervisors in elevating issues, developing contingency plans, conducting lessons-learned activities, and implementing process improvements.
- j. Ensure Supervisors validate timecard accuracy and submit approvals timely, maintaining statewide compliance with timekeeping policies.
- k. Communicate regularly with Supervisors and staff to reinforce expectations, support organizational change, and maintain alignment with enterprise goals.
- l. Collaborate with project managers, business leaders, and analysts; direct Supervisors in participating appropriately in operational project activities without leading them.
- m. Cascade information timely and accurately to Supervisors and ensure consistent communication throughout their teams.
- n. Encourage Supervisors to share feedback up, down, and across levels; consolidate insights and provide them to leadership.
- o. Participate in and sponsor special projects as assigned; support Supervisors as they participate in project activities related to mail operations.
- p.

15% Essential

3. Drive program success and statewide operational excellence by leading strategic initiatives, guiding supervisors in cross-functional work, and ensuring Mail & Print Services maintains the staffing, tools, technology, and processes required to meet enterprise goals and deliver consistent, safe, and efficient operations across all mail sites.

- a. Lead strategic initiatives and cross-functional projects that improve Mail & Print Services operations.
- b. Provide second-level direction and support to Supervisors as they participate in operational and cross-functional projects across Centralized, Local, and Regional Mail. Ensure leaders understand objectives, expectations, and timelines so they can effectively contribute to project work.
- c. Participate in budget development by providing strategic insight into staffing, equipment, technology, and process needs identified through Supervisors' operational oversight.
- d. Offer recommendations that strengthen Mail & Print Services and support leaders in achieving program objectives, operational consistency, and statewide performance targets.
- e. Guide Supervisors in proactive process improvement, ensuring operational issues are elevated appropriately and addressed consistently across all mail operations
- f. Ensure statewide mail and print equipment is operated safely, maintained effectively, and meets the needs of daily operations across all sites.
- g. Sponsor and oversee workflow, tool, and technology improvement initiatives while empowering Supervisors to participate in testing and implementation work and support operational adoption.

15% Essential

4. Provide strong change management leadership to guide supervisors and staff through operational transitions, ensuring projects align with statewide priorities, improvements are integrated consistently, and teams receive the direction, communication, and support needed to successfully adopt change.

- a. Collaborate with project managers, Supervisors, and business partners to ensure mail-operations projects comply with governance standards and align with statewide priorities.

- b. Develop and oversee change management plans; ensure Supervisors participate in carrying out change activities, support employee adoption, and reinforce expectations within their teams.
- c. Lead Supervisors through lessons-learned reviews and ensure identified improvements are integrated into statewide Mail & Print Services processes.
- d. Communicate effectively with leaders, staff, and stakeholders at all levels to support organizational clarity, change adoption, and operational consistency.
- e. Foster an environment that empowers Supervisors and teams through change by providing direction, removing obstacles, and reinforcing enterprise goals.
- f. Coach Supervisors to positively influence stakeholders and reinforce Mail & Print Services policies, operational standards, and service expectations.
- g. Cascade information timely and accurately, ensuring Supervisors communicate critical updates consistently throughout their teams.
- h. Encourage open feedback across all leadership levels to strengthen operations, identify challenges early, and continuously improve statewide consistency.

15% Essential

5. Recruit, hire, develop, coach, appraise and support supervisors and staff, while also providing second-level leadership, direction, and oversight to ensure supervisors effectively perform these same responsibilities for the staff they manage.

- a. Recruit and hire subordinate staff:
 - 1. Begin the hiring process upon knowledge of a vacancy.
 - 2. Recruit and interview in a fair and impartial manner, and in accordance with state civil service and State Fund procedures and guidelines for hiring.
 - 3. Keep the Program Manager apprised of vacancies in the unit and efforts to fill.
 - 4. Participate in job fairs, testing, and interview panels.
- b. Duty statements and performance plans:
 - 1. Regularly review duty statements and performance plans for staff and update as changes occur in workflow and responsibilities; discuss revised duty statements with staff.
 - 2. Discuss duty statements and performance plans with new hires.
- c. Training and development:
 - 1. Build a high-performing, proactive, and engaged team while coaching and developing staff.
 - 2. Develop training plans; coordinate and participate in entry-level training for newly hired staff.
 - 3. Review and monitor training to ensure staff receive instruction and coaching to proficiently perform assigned responsibilities in compliance with corporate guidelines.
 - 4. Coordinate training and career development as part of the appraisal process and in consultation with the Program Manager.
- d. Appraise and discipline staff:
 - 1. Provide timely probationary and annual performance appraisals.
 - 2. Provide feedback, training, and discipline as necessary and appropriate to improve performance or correct performance deficiencies.
 - 3. Monitor metrics for continuous process improvement.
- e. Respond to grievances and complaints as needed.
- f. Ensure personnel safety:
 - 1. Maintain safe working conditions and procedures according to corporate safety guidelines and applicable laws.
 - 2. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health, or ergonomic need.
 - 3. Report work injuries or accidents immediately; all reporting forms will be completed in compliance with State Fund guidelines.
 - 4. Ensure that assigned and unit equipment is operated in a safe manner and maintained in good working order.
- g. Establish, maintain, and implement metrics to measure and track quality and performance.
- h. Continually seek to improve internal processes and ensure procedures are up to date.

5% Marginal

6. Contribute to a positive culture and support Mail & Print Services program goals.

- a. Conduct regular 1:1s, team meetings, and check-ins with staff. Utilize phone calls, messaging, and video conferencing to stay connected in a hybrid work environment and ensure Supervisors maintain consistent engagement practices with their teams.
- b. Encourage staff participation in town hall meetings, appreciation events, and engagement surveys; support Supervisors in motivating their teams to actively participate.
- c. Lead by example and assist with planning and participating in appreciation events, mid-year activities, and year-end events to contribute to a positive Mail & Print Services culture.
- d. Provide opportunities for employees to learn new tasks to promote job enrichment; ensure Supervisors create similar opportunities within their teams.
- e. Provide opportunities for employees to contribute ideas for improving work assignments, encouraging ownership of job performance through an interactive process; reinforce this expectation across all Supervisors.

5% Marginal

7. Other duties as assigned.

- a. Fill in for the Manager II as needed. Coordinate and provide back-up support between Vacaville & Fresno Mail Operations and Regional Mail. Support Mail & Print Services initiatives on behalf of other programs.

100%

Required Knowledge Areas:

- Proficient knowledge of State Fund standard software applications.
- Proficient knowledge of State Fund's computer-based technology.
- Proficient knowledge of business English and correspondence.
- Proficient knowledge of automated office equipment (e.g., copy machine, fax, personal computer, multi-line telephone, etc.) to perform duties.
- Working knowledge of workers' compensation insurance rules and regulations.
- Working knowledge of time management techniques to oversee efficient prioritization and completion of work unit tasks for staff and self.
- Working knowledge of project management principles.
- Working knowledge of Corporate/Regional Office policies and procedures related to providing [Claims, Policy] clerical support.

Required Skills and Abilities:

- Ability to interpret/apply policies and procedures to complete assignments.
- Ability to interpret and apply policies and procedures and take proper action.
- Ability to research, analyze, and evaluate information to make and support decisions.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to achieve results according to objectives.
- Ability to formulate policies, procedures, and workflow processes.
- Ability to communicate professionally and effectively, verbally and in writing.

- Ability to work independently and as a team with co-workers and management to address and resolve issues.
- Ability to coordinate, facilitate, and make presentations.
- Ability to acquire, apply, and support knowledge of current office practices and procedures.
- Ability to maintain confidentiality of sensitive information.

Work Environment:

Physical Requirements:

- Incumbent works in the usual office environment.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may occasionally be from overnight to five days in duration.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Emergency call backs:

- Not applicable.

Work Hours:

- Standard core business hours.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: