

DUTY STATEMENT

CLASSIFICATION	DIVISION
Supervisor II	Programs Division
WORKING TITLE	UNIT
Section Manager	Energy and Environmental Services
POSITION NUMBER	COLLECTIVE BARGAINING UNIT
016-231-4801-001	S01
EMPLOYEE NAME	EFFECTIVE DATE

CSD Mission:

The mission of the Department of Community Services and Development (CSD) is to improve the economic security of vulnerable Californians through programs and partnerships that support the state's diverse communities.

Position Summary:

Under the general direction of the Deputy Director of Programs, the incumbent is responsible for the planning, oversight, and performance of the Energy Technical and Quality Assurance Unit, the Climate Investment and Energy Reporting Unit, and the Department of Energy (DOE) Weatherization Unit (referred to as energy programs). The incumbent is the primary consultant and advisor to the Deputy Director of Programs on matters related to functions, activities, and responsibilities for these units. Duties include but are not limited to the following:

Essential Functions:

35% Leadership and Oversight

- Act with broad range of expertise and authority to address operational objectives and strategic program initiatives and to plan, organize, direct, and monitor high level functions of each unit.
- Using relevant expertise and experience regarding weatherization, housing rehabilitation, building construction, home repair, building permitting and inspection, state and local building codes and health and safety requirements, and the like, guide and oversee the daily activities and projects of each unit, plan and manage projects and products, and interface with local providers and other stakeholders.
- Provide leadership and oversight to managers responsible for day-to-day operations of their respective units including oversight of production logistics and key performance metrics, implementation and development of new programmatic controls vital to maintain and improve the program functionality and resulting in critical energy efficiency services to low-income Californians.
- Evaluate staff performance, provide work improvement counseling and training, support staff development and make personnel action recommendations to the Deputy Director of Programs.
- Design key performance indicators to effectively evaluate the

performance of local program implementers and overall progress toward overarching program goals. Address and resolve complex, high impact issues presented by attorneys, auditors, other state agencies, and the public, where elevated concerns pose a risk to CSD and the energy programs.

- Utilize expertise and experience to develop training methods to ensure that staff, third-party inspectors, and local administering organizations are informed of program eligibility requirements, policies and procedures, technical standards, monitoring and inspection standards, and automated system changes via regular staff meetings, regional workshops, webinars, and quarterly provider meetings.
- Provide leadership and guidance for decisions needed to resolve administrative issues that relate to the energy programs. Work collaboratively with internal partners on resolution of varied and complex administrative issues that arise related to contracts, procurement, information technology, fiscal accountability and budgeting.
- Assign and direct the work of the department's team of third-party technical consultants retained by the department to provide core technical consultation and engineering services for CSD's energy efficiency, weatherization and renewable energy programs, including work quality inspections of projects completed by local partners or administrators. Assist in the review of technical work products and activities performed by the team of third-party consultants and ensure proper oversight of the third-party consultant service contracts, budgets and contractually required reports.

30% Policy Management

- Using related experience and expertise, the incumbent influences the development and enhancement of new/existing policies and procedures to ensure staff efficiency and effectiveness in fulfilling programmatic operational needs.
- Ensures successful execution and alignment of program goals with the Department's mission; proposes strategies and feasible alternatives to initiate necessary programmatic change.
- Conducts program policy analyses related to program implementation, review of issue memos, and coordinates the preparation of policy papers and program guidelines.
- Delivers briefings to executive staff regarding significant program policy issues and ensures that energy programs operate consistently with Departmental and other established policies and practices.
- Assists in the completion of reports to the state legislature and state and federal oversight agencies and provides responses to more sensitive inquiries from external parties regarding energy programs.
- Serves as the Department's subject matter expert in all matters related to weatherization, being available to answer internal and external questions and provide presentations and information in informal and formal settings. Represents the Department at various

stakeholder meetings, workgroups, and quarterly provider meetings; testifies at budget and legislative hearings related to program elements.

30% **Enforcement and Compliance**

- Leads internal collaboration efforts to enhance program monitoring (including third-party performed quality assurance inspections) to ensure that areas of risk are properly evaluated to prevent fraud, waste and abuse.
- Develops monitoring methods and strategies that are cost effective and serve to ensure program integrity, compliance with state and federal requirements, and achieve program imperatives.
- Provides guidance to first-line management for implementation and application of monitoring strategies and streamlines existing monitoring tools/techniques and assists the training of monitoring staff.
- Acts as the primary point of contact for federal and state audits and responsible for responding to audit findings and corrective action relates to programmatic issues. Manages complicated enforcement matters in collaboration with CSD's audit, legal, executive and program units. Advises the Deputy Director of Programs and Executive Staff of sensitive compliance matters that may have an impact on various energy programs and interests.

Marginal Functions:

- 5% Perform other duties as required and consistent with department needs in alignment with the Supervisor II class specifications. Participate in activities that contribute to professional growth and development.

Supervision Received:

The Supervisor II will report to the Deputy Director of Programs.

Supervision Exercised:

The incumbent will direct and oversee a team of technical staff performing complex work. The Supervisor II supervises Supervisor I's.

Personal Contacts:

CSD Director and Chief Deputy Director, Deputy Director of Programs, Board of Directors and Executive Directors and Program Managers with the Local Service Provider network, utility company representatives, federal government staff and state regulatory agencies to include California Air Resources Board, the California Public Utilities Commission, California Energy Commission and Air Resources PUC Low Income Oversight Board or subcommittees.

Responsibility for Decisions and Consequences of Error:

Achieve the goals and missions of energy programs using appropriate state civil services laws and rules, including the State Administrative Manual, CalHR, State Personnel Board, Department of Finance, State Controllers, and Information Technology policies.

Conduct, Attendance, and Performance Expectations

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both orally and in writing) and with tact in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

This position performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date.

Working Conditions:

- To promote collaboration, team cohesion, and employee development, CSD operates on a hybrid schedule in accordance with both Statewide and CSD's Telework Policies.
- Work at an alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
- Work performed in the office is in a climate-controlled building with both natural and artificial lighting.
- Work requires sitting for an extended period using a personal computer and the use of standard office equipment, such as phones, copiers, or scanners.
- Occasional travel may be required to attend meetings, training, and other job-related events.

Competencies:

- Leadership – Creates a sense of direction, purpose, and momentum for the organization's mission. Creates a positive work environment offering clarity around goals and objectives and ensuring that those who are led work collaboratively to achieve results.
- Subject Matter Expertise – Utilizes expertise and experience in weatherization, housing rehabilitation, building construction, retrofits, building permitting and inspection, state and local building codes and health and safety requirements, and the like to guide tasks and policies, educate and mentor staff, assist with Executive decision-making, and interact with and inform stakeholders.
- Mentor and Coach – Ability to instruct, direct, and prompt subordinates to help them perform to their full potential.
- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Communication – Listens, writes, and presents ideas, opinions, and information in diverse situations.

- Resilience – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.
- Diversity and Inclusion – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.
- Innovative – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.
- Interpersonal Skills – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.
- Collaboration - Develops, maintains, and strengthens relationships while working together to achieve results.
- Digital Fluency – Use technology effectively in the performance of one’s job. Includes the integration and acceptance of new technology when appropriate.
- Accountable – Makes decisions and remains accountable for those decisions.
- Reliable – Understands the importance of meeting deadlines and following through on commitments.

Special Requirements:

Travel to all areas of California and other states, up to 5% of the time, by the most cost-effective methods of transportation, to attend conferences and meetings.

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

Employee Acknowledgement:

I have read and understand the duties and requirements listed above. I am able to perform these duties with or without reasonable accommodation. (If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from CSD Human Resources, Reasonable Accommodation Coordinator.)

Employee Signature

Date

Supervisor Acknowledgement:

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

Supervisor:

After signatures are obtained, make 3 copies:

- Send a copy to CSD HR (csd.hr@csd.ca.gov)
- Provide a copy to the Employee
- File a copy in the Supervisor's drop file