

DUTY STATEMENT



☐ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Supervisor II		WORKING TITLE Supervisor II		
PROGRAM NAME Division of Workers' Compensation			UNIT NAME Admin	
ASSIGNED SPECIFIC LOCATION Oakland			POSITION NUMBER 400 – 601-4801-007	
BARGAINING UNIT S01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Manager II, the Supervisor II provides leadership, direction, and oversight for the Business Systems Unit, Training, Outreach and Publications Unit and Electronic Adjudication Management System (EAMS) Unit. The incumbent is responsible for the overall quality, effectiveness, and performance of programs and services administered by subordinate supervisors, analytical staff and support staff. The Supervisor II works collaboratively with the DWC Executive Team, DIR Office of Information Services (OIS), DIR Communications Office, and other stakeholders to support the Division's mission, strategic priorities, and organizational objectives. The incumbent provides leadership on complex and sensitive matters, establishes priorities, ensures effective coordination across programs and organizational units, and exercises considerable independence and judgment in addressing issues that affect the Division's operations and delivery of services. The incumbent will perform the following duties:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
25	Business Systems Program Management/ Oversight Supervise, organize, and direct the work of the supervisor, analysts, and support staff responsible for evaluating business work processes and practices, including the volume and flow of work, telephone systems, document management, and databases. Oversee personnel issues, staff training, and performance to ensure effective system operations. Provide leadership and direction within project parameters and scope and communicate expectations regarding the application of established project management standards and methodologies, as well as program knowledge, for use in phased automation development, testing, and maintenance. Develop and/or oversee the development by contractors and staff of project reporting documents, including, but not limited to, Automation Workflows, Special Project Reports, Information Technology Procurement Plans, and Post-Implementation Evaluation Reports.

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	Serve as a liaison with the DIR Project Management Office and Office of Information Systems Division project leaders regarding the automation needs of the Business Systems Unit (BSU), including needs resulting from legislation or technology upgrades. In coordination with the BSU supervisor, DIR Project Management Office, and Office of Information Systems Division project leaders, oversee teams responsible for automation planning, including identification of tasks, phases, and corresponding objectives; development of detailed project plans, implementation plans, and schedules; definition of products and corresponding deliverables; and reporting of project progress and status to the DWC Executive Team.
25	Training, Outreach and Publication (TOP) Program Management/ Oversight Plan, organize, manage, and direct the work of the supervisor, analysts, and support staff responsible for internal and external outreach activities. Oversee external education delivery through multiple methods and channels, including, but not limited to, computer-based training, webinars, the DWC Educational Conference, Judges' Training, and web and print resources. Represent DWC through interaction with a variety of stakeholder groups, including internal staff and members of the workers' compensation community. Oversee external communications and the development of informational and marketing materials, ensuring collaborative partnerships with internal DWC staff, other DIR divisions, and external stakeholder groups. In coordination with the TOP supervisor, train, assist, and evaluate subordinate staff and take or recommend appropriate action. Plan, organize, and coordinate outreach and public information programs designed to meet the needs of the public and keep stakeholders fully informed of the Division's policies, procedures, and programs. Assign routine work and special projects to staff to implement outreach and public information programs; review finished products for accuracy; and develop the technical expertise and decision-making skills of subordinate staff. Advise the Administrative Director and other executive and managerial staff regarding training, public information, and outreach matters. Plan and develop strategies to effectively inform the public, government officials, and appropriate staff about the mission, goals, and services of the Division. In conjunction with the Department's Communications Office, write and edit highly sensitive materials for timely distribution from the Division to major media, trade press, constituent groups, and staff, and oversee the development of print and electronic materials. Regularly meet with Division leadership and the TOP supervisor to assist with data collection, analysis, and strategic outreach planning and make recommendations for continuous improvement.
20	Electronic Adjudication Management System (EAMS) Program Management/ Oversight Provide management oversight and direction to the supervisor, analysts, and support staff responsible for day-to-day EAMS operations. Oversee system

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	operations, maintenance, business processes, user support, training, and communications to ensure alignment with DWC goals and operational needs. Provide direction and oversight regarding EAMS system changes, enhancements, policies, procedures, and complex operational issues. Review and evaluate recommendations from the EAMS supervisor and ensure appropriate coordination with DIR Office of Information Systems, DWC management, and other stakeholders. Monitor critical issues, system performance, workload, and project status and advise the DWC Executive Team on significant issues, risks, and opportunities to improve system functionality and operational efficiency.
15	Directly supervise Supervisor I staff. Oversee personnel management including recruitment, staff development, performance evaluations, disciplinary issues, and employee recognition. Observe, evaluate, and provide regular feedback to direct reports. Establish consistent systems and processes for communication with direct reports. Acknowledge, recognize, and reward stellar performance and promptly address poor performance through coaching and correction. Ensure compliance with Bargaining Unit contracts, hiring practices, DIR policies and procedures and other related personnel laws, rules, and regulations.
10	Program Analysis/Representation - Coordinates the development of work on policy issues and program effectiveness and represents the Business Programs Division in various automation related matters in conferences, meetings and contacts with state, members of the business, legal community and the general public.
Percentage of Time Spent	Marginal Job Functions
5	Perform other projects and duties as assigned, including, but not limited to, attending meetings, performing special assignments for the Administrative Director, executive staff or the DIR's Communications office, engaging with multiple levels of management to provide reports, and making recommendations for process improvements.

Conduct, Attendance, and Performance Expectations

The State of California adheres to a number of laws and policies that are designed to promote a safe, comfortable, and professional work environment for all employees. The incumbent shall possess the general qualifications of the position and be able to perform their duties with integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others. This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

Supervision Received

The Supervisor II is supervised by the Manager II and may also receive assignments from other

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members of DWC's Executive Team.

Supervision Exercised

The Supervisor II directly supervises Supervisor I staff and provides management oversight and direction through those supervisors for the work of their respective analysts and support staff.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent works in a office environment in an office setting with artificial light and temperature control. The incumbent is required to work extensively on the computer as necessary for email communication, research, drafting policy and procedure documents, and other purposes. Telework may be offered consistent with the Department's telework policy.

Special Requirements/Other Information

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels both within and outside of DIR to complete work assignments related to developing policies and procedures. The incumbent must exercise the ability to independently make decisions and perform actions having broad implications on various aspects of DIR's personnel processes. In addition, the incumbent must demonstrate the ability to use Internet, email, desktop applications and presentation software to complete assignments.

Physical Abilities

The position requires the ability for prolonged sitting and to work at a computer for extended periods of time and to move and transport office items in a safe manner. The incumbent may be required to travel by car or airplane. No other specific physical abilities are required.

Additional Requirements/Expectations

The incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the Department. The incumbent must have the ability to communicate effectively in order to complete work assignments. The incumbent must be willing to travel to the as needed to attend meetings and/or conferences in other locations throughout the State.

Statewide travel may be required approximately 20-30% of the time.

Personal Contacts

The incumbent has contact with staff at all levels within the Department, specifically with DIR's OIS, Communications office, DWC executive team, supervisors, managers, and staff, as well as members of the workers' compensation community.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned

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duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

C&S Analyst Initials

Approval Date