

CALIFORNIA COASTAL COMMISSION

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CALIFORNIA COASTAL COMMISSION DUTY STATEMENT SUPERVISOR I

EMPLOYEE NAME:

WORKING TITLE: Long Beach Office Manager

WORK UNIT/DIVISION: South Coast District

LOCATION: Long Beach

DATE OF APPOINTMENT:

CBID: S01

TENURE/TIMEBASE: Limited-Term/Full-time

The Long Beach Office Manager (Office Manager) is expected to demonstrate effective leadership, initiative, and good judgement. This position requires an acute attention to detail, a high degree of independence, strong organizational and communication skills, proficiency in the use of databases and computer systems, prioritization of competing tasks to track and meet important deadlines, troubleshooting, resolution of unexpected issues and complications, development and implementation of standard operating procedures (SOPs), and supervision of support staff.

Under the direction of the District Manager, the Office Manager is responsible for supervising Analysts (staff services personnel) in the South Coast District office as well as coordinating digitizing of the Commission's records management system with the Records Manager, and supervising the development and implementation of SOPs. The Office Manager performs and supervises the performance of a variety of clerical and general support staff duties including, but not limited to: data entry for regulatory and planning actions into logs and the Coastal Data Management System (CDMS); performs, coordinates, and supervises records maintenance activities, consistent with the Commission's record retention policy; supervises and assists with the Commission's monthly production/ mailing cycle; coordinates with headquarters staff on facilities and equipment management, including office remodels and relocation of office equipment and records; and performs and supervises general office tasks such as answering the phone, helping members of the public at the counter, assisting other District staff with clerical

needs to assure effective operation of the District. In addition, the Office Manager coordinates with the Records Manager and other Analysts throughout the agency to develop, implement, and maintain an updated records management system and consistent SOPs.

Under the direction of the District Manager and with limited supervision, the Office Manager performs a variety of support service tasks related to implementing the administrative systems and processes in the office and providing technical support to the District Manager, District Supervisors, and Planners in the review of coastal development permit applications (CDPs), appeals, Local Coastal Programs (LCPs), and LCP amendments.

With the minimum amount of supervision, the Office Manager supervises and works closely with Analysts within the District on a daily basis and reports to and coordinates with the South Coast District Manager to carry out their work.

ESSENTIAL FUNCTIONS:

30% Office Management and Administration. (Supervision of Staff Services Personnel and Administrative Systems.)

- Supervises Analysts to ensure office processes are carried out properly and timely. Assigns responsibilities and coordinates scheduling of daily staff support and office reception duties. Ensures daily duties are covered with contingency plans.
- Performs personnel evaluations and prepares probation reports as required. Performs all other necessary personnel functions normally associated with this level of supervisory position including, but not limited to, interviewing and hiring new employees, progress in meeting agency's equal employment goals, disciplinary actions, and establishing appropriate relationships with representatives of employee organizations. Reviews and approves timesheets, vacation requests, travel expense claims, and all other necessary forms.
- Responsible for maintaining and updating administrative systems and processes within the office. Identifies and remedies inefficiencies with in-office systems and processes. Creates SOPs for District administrative operations.
- Ensures office supplies are adequately maintained and reviews and approves supply order requisitions.
- Responsible for the direct supervision of end-to-end processes of the monthly mailout/production process/cycle including, but not limited to, the creation of the annual District Production Calendar, the supervision of Analysts, the preparation and mailing of hearing notices, updating logs and CDMS (pre- and post-hearing action), file management (pre- and post-hearing action), and other necessary tasks. Assists with necessary tasks throughout the process.

30% Records Management

- Supervises the preparation and maintenance of the in-office records retention plan.
- Supervises and assists with the on- and off-site records and information filing system including, but not limited to, overseeing the records inventory and records retention schedule revision as required every five years. Supervises, reviews, and assists with the

preparation of sending paper files to the State Records Center and ordering of files, as necessary.

- In coordination with the Records Manager, supervises, manages, and assists with the digitization of all paper records within the District. Works with Records and IT staff to ensure digital records are organized and accessible.
- Works with legal and District staff to assist with responsible Public Records Act requests (PRAs).

15% Initial Analysis and Processing of Applications, Appeals, LCPs and Amendments to LCPs, NOFA Processing, and CDMS Record Keeping

- Using independent judgement and discretion to interpret and apply statutes, regulations, and policies to conduct preliminary review of new permit applications, appeal submittals, LCP Amendment requests, and other submittals to identify discrepancies, calculate initial review deadline, process received submittals into CDMS database, and work with District Manager and District Supervisors to assign applications to analysts for processing.
- Independently compile submitted materials and prepare application files and pull envelopes from applications for later use in sending hearing notices.
- Using independent judgement and discretion to interpret and apply statutes, regulations, and policies, conduct initial analysis of received post-certification notices of applications from local governments into CDMS and notify supervisors of problematic notices; log and monitor notices in CDMS and prepare and send notices of appealable development to all required parties; monitor CDMS data entry for District to ensure all relevant fields for each record are completed in a timely manner; scan and enter documents into CDMS for record-keeping, including correspondence sent or received regarding pending applications.
- Using independent judgement and discretion to interpret and apply statutes, regulations, and policies, processes permit time extension requests, review requests for completeness and send correspondence requesting needed information within Permit Streamlining Act deadlines, contact applicants as necessary and work with District Supervisors and lead permit analysts for the area to determine if there are changed circumstances affecting granting of extension. Prepare and mail extension request notices.
- Using independent judgement and discretion to interpret and apply statutes, regulations, and policies, conduct background research and compile information for properties that are the subject of permit inquiries/applications and/or enforcement cases, including checking permit history in CDMS and card file, requesting files from State Records Center, looking up property database information, and researching maps and other internet resources; conduct initial independent analysis and interpretation of data and refer more complex cases to supervisor or planner.
- Using independent judgement and discretion to interpret and apply statutes, regulations, and policies, identify long-pending CDP and appeal files that are still open and works with District Manager, District Supervisors, and lead analysts to either close such files or bring them forward for Commission action. This task involves utilizing CDMS to identify long-pending open files and determine the status of the file, reviewing status with relevant Coastal Commission staff, preparing correspondence to the applicant where necessary to determine applicants' interest in continuing to pursue obtaining Commission approval of the project and requesting needed information to complete the application if the

applicant intends to move forward to secure Commission approval, preparing memos detailing why any file has been closed, and updating CDMS records of the project.

10% Building/Suite Operations and Maintenance and Other Administrative Duties.

- Oversees coordination with the building property manager and oversees building maintenance activities including, but not limited to, requests for repairs, routine maintenance, and as-needed maintenance and repairs.
- Oversees coordination of equipment and equipment needs for Long Beach office employees.
- Coordinates with Fiscal and Business Services to develop lease agreements and to ensure lease agreements are satisfied and upheld.
- Oversees maintenance and updates to the keycard system and log.
- Coordinates with IT to ensure software and hardware updates are properly supported.
- Oversees the onboarding and offboard of new staff within the District office. Coordinates with the District Manager and relevant supervisors and managers to ensure new staff are properly onboarded within the office including, but not limited to, coordination with building security and property manager to ensure all paperwork for new staff is completed; provides new staff with a restroom key and keycard to the suite; and, if applicable, provide new staff with access to the parking garage.
- Some travel is required.

10 % Public Contact

Using independent judgement and discretion to interpret and apply statuses, regulations, and policies, answer phones and work with other South Coast District staff to address walk-in inquiries from the public, including handling some less complex questions and complaints and determine appropriate forms to be sent or given to requestors; respond to public inquiries related to whether or not properties are in the coastal zone and within state of local permit jurisdiction, as well as whether local government action on permit applications are appealable to the Commission; respond to inquiries about appeals and LCP amendments, explain Coastal Commission procedures, make referrals to other agencies when appropriate and provide help to applicants, applicant representatives, and the public regarding the Commission's program.

5% Environmental Justice, Equity, Diversity and Inclusion

- Participate in professional development trainings, as well as tasks, trainings and activities that support programmatic and workplace diversity, equity, and inclusion. Other related duties as assigned.
- Identify and analyze potential environmental justice impacts in projects, and draft environmental justice, diversity and inclusion provisions in Staff Reports, settlements, or other documents, consistent with the Commission's Environmental Justice Policy, as applicable.
- Conduct tribal coordination and consultation for relevant projects, including communicating with and gathering information from tribes, assessing impacts to cultural

and tribal resources and drafting findings in Staff Reports, settlements, or other documents, consistent with the Commission's Tribal Consultation Policy, as applicable

SUPERVISION EXERCISED OVER OTHERS

Supervises a team of staff services personnel to carry out office and clerical duties, records management, mailing/production, reception, and virtual hearing duties.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Methods used to preserve, manage and digitize records; Coastal Act and Coastal Commission's programs; Public Records Act; techniques of organizing and motivating groups; change management; program development and evaluation; methods of administration problem solving; principles and practices of policy formulation and development; personnel management techniques; a manager's role and the processes available to meet equal employment opportunity objectives; document accessibility and ADA requirements.

Ability to: Organize and assist in the implementation and maintenance of the Commission's records management program, including both paper and digital formats; analyze situations accurately and take effective action; effectively and convincingly communicate in written and verbal form to individuals and groups; analyze and evaluate written, graphic and verbal data and prepare complete and comprehensive reports; inspire confidence and trust; establish and maintain effective and cooperative relations with those contacted in the course of work; work effectively with representatives of interest groups and other public agencies; use good judgment when making decisions on the content of records management and administrative processes with those inside and outside the agency; creatively solve problems and employ good negotiation skills; multi-task; complete assignments in a timely and organized manner; respond calmly and effectively in stressful situations.

Required personal attributes include: A thorough understanding of the Commission regulations and procedures related to records management; hearing and meeting requirements, including production cycle processes and requirements; as well as the goals of the agency and the agency's management; flexibility and initiative; completion of all work in a timely and well-organized forms; a willingness to follow and implement directions; a desire to be an effective manager and to participate in a work team; regular attendance and a commitment to public service.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Errors can result in unnecessary delays for employees and the public, poor external and internal relationships, and a loss in efficiency and production as well as the loss of trust of the public and the possibility of litigation. Poor data input to CDMS (which is used to track key regulatory deadlines and actions and to report on related information) can cause significant problems, because the entire agency relies on the accuracy of the data, including in response to inquiries from Commissioners, the legislature, the media, and the public, and because the system will soon be publicly accessible. Additional consequences for errors can result in a loss of

Commission records; incomplete PRA responses; inadequate public access to Commission records and hearings; and inefficient use of staff resources.

PUBLIC AND INTERNAL CONTACTS

Extensive contact and coordination with Commission staff, including staff services personnel, attorneys, managers, supervisors, and executives is required. Long Beach Office Manager also provides information and consultation to internal staff at a variety of levels. In addition, coordination with property owners, local governments, community groups, the business community, state and federal agencies may be required in the performance of assigned duties and to support the work of the district and Commission. Internal coordination with analysts and staff from other district offices, and the Energy and Ocean Resources, Technical Services, Statewide Planning, Executive and Legal divisions on various issues may also be required.

PHYSICAL AND MENTAL REQUIREMENTS

The SSM I must be able to: sit for long periods of time using a computer, keyboard, and video display terminal for up to eight hours per day; move about, stand, reach, stoop or bend, and lift up to 35 pounds; work efficiently and continuously in a fast-paced environment and under strict deadlines; make site visits, inspections, and attend off site meetings; interact with many people; deal effectively with pressure; multi-task; adapt to changing priorities; maintain focus on work assignments; be open to change and new information, changing conditions, or unexpected obstacles; complete tasks/projects within a short time frame; behave in a fair and ethical manner towards others; demonstrate a sense of responsibility and commitment to public service, and; value diversity and other individual differences in the workforce.

The SSM I may be required to attend off site meetings. If operation of a vehicle is needed to perform work, the SSM I must take a Defensive Driver Training course, as required by law.

WORK ENVIRONMENT

The SSM I will work in an open-space, climate-controlled office environment, under artificial lighting, during business hours, Monday through Friday.

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

Shannon Vaughn
District Manager/Coastal Program Manager

DATE

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

(EMPLOYEE NAME)

DATE

Supervisor I/Long Beach Office Manager