

California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Supervisor I		WORKING TITLE Reasonable Accommodation Unit Manager	
DIVISION/OFFICE/UNIT Administration / Human Resources Bureau / MMS Section		SPECIFIC LOCATION ASSIGNED TO Sacramento, CA - Headquarters	
SEERA DESIGNATION Supervisory	BARGAINING UNIT S01	WORK WEEK GROUP E	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED ☐ Yes ☒ No	BILINGUAL POSITION ☐ Yes ☒ No	SUPERVISION EXERCISED Yes	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291-331-4800-	
<i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direction of the Supervisor II, the Supervisor I serves as the Medical Management Services (MMS) Section's Reasonable Accommodation (RA) Unit Manager by providing direct supervision, training, and guidance to a team of Analysts II performing complex and sensitive duties in the processing of requests for RA. The RA Unit Manager is responsible for the day-to-day activities of the RA program for the California Department of Tax and Fee Administration (CDTFA) and the Board of Equalization (BOE). The RA Unit Manager serves as a subject matter expert for the MMS Section relating to requests for RA and provides guidance and direction to all levels of CDTFA and BOE employees on the most complex and sensitive cases on a wide range of MMS Section program functions. The RA Unit Manager ensures compliance with state and federal laws, regulations, policies and procedures, in the administration of the RA program, which includes Religious Accommodations and the Pregnant Workers Fairness Act. The incumbent exercises a high degree of independence and responsibility in performing assigned duties. Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
40%	<u>ESSENTIAL JOB FUNCTIONS</u> Meet with Analysts II in regular one-on-one meetings to discuss current workload, provide guidance on the most complex cases, and ensure staff are meeting expected timeframes to process requests for RA. Regularly review the RA log to ensure accuracy and that each RA request is being processed appropriately and timely. Monitor the RA in-box and assign new RA requests to Analysts II while ensuring equitable workload distribution. Ensure Analysts II are processing requests according to established desk procedures and that they are using approved letter templates and standard response language, to ensure consistency and equitable treatment. Join Analysts II in the most sensitive and complex interactive process meetings, to provide guidance and direction, as needed. Independently consults with employees, applicants, managers, and supervisors on a variety of complex and sensitive RA requests by phone, email, Microsoft Teams, and interactive process meetings. Regularly collaborates with CDTFA's legal counsel, Labor Relations, Diversity and Inclusion Office, MMS Section, Performance Development Section, and other Human Resources Bureau (HRB) team members as needed to gather information and guidance needed to evaluate and process RA requests. Serves as the subject matter expert in interactive process meetings by interpreting, explaining, and ensuring adherence to state and federal regulations, as well as CDTFA policies and procedures. Independently evaluates the most complex and sensitive RA requests and provides timely, well supported recommendations to the MMS Section Supervisor II.		

30%	Provide detailed, ongoing training and guidance to Analysts II in the administration of the RA program. Review draft requests for clarifying medical information as well as draft approval and denial letters, to ensure the letters are accurate, detail the interactive process, and provide an appropriate response. Identify trends and areas of concern and provide recommendations to resolve these matters to the Supervisor II. Ensure Analysts II are up to date on mandated training and RA training offered through the California Department of Human Resources. Ensure training and reference materials, including PowerPoint presentations and desk procedures, are reviewed and updated regularly, as needed. Provide RA training to CDTFA and BOE employees as a whole, as well as training geared specifically to managers and supervisors both in-person and virtually. Ensure that you remain up-to-date on any changes to federal and state rules and regulations regarding RA, as well as guidance and direction issued by the California Department of Human Resources. Update the RA policy, request forms, and RA letter templates as needed. Review and update the RA Unit's myCDTFA intranet page as needed.
15%	Closely monitor the most complex and sensitive RA cases, including those requiring an options letter, fitness for duty evaluation, position reassignment, and medical termination. Provide regular updates to the Supervisor II on these cases, including next steps and anticipated timeline for completion. Attend ad-hoc meetings on urgent matters. Work closely with the manager of the MMS Unit, as RA cases often overlap with other medical management services provided by the MMS Section. Attend and present at the monthly MMS Section meeting by providing pertinent information, soliciting feedback, and following up on ongoing issues. Serve as a back-up to the MMS Unit Manager, as needed. Participates in and completes annual training requirements timely. <u>MARGINAL JOB FUNCTIONS</u>
5%	May act as the Supervisor II during absences. Performs other job-related duties and activities as required.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):**Work Environment:**

- Fast paced environment.
- This position is located on the second floor of a high-rise building.
- This position is located in an office setting with an open floor plan and low partitions.

Physical Abilities:

- This position requires the daily use of a computer, telephone, and general office equipment.
- Ability to remain in a stationary position viewing a computer monitor for extended periods of time.

Additional Requirements/Expectations:

- Ability to maintain consistent and reliable attendance.
- Excellent written and verbal communication skills.
- Punctuality, initiative, and dependability.
- Ability to act independently, have flexibility, and demonstrate tact and open-mindedness.
- Develop and support an inclusive environment for all team members.

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE
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I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE
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HRB Approval Date: 09/08/2026	C&P Analyst Initials: GG
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