

DUTY STATEMENT

ASD 045 (REV. 09/2026)

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Type of Duty Statement: Current



Revision Date: 01/01/2026

1. Position Information**A. Employee Name:****B. Position Number:**

817 - 361 - 4800 - 001

C. CBID:

S01

D. WWG:

E

E. Effective Date:**F. Classification Title:**

Supervisor I

G. Working Title:

Contract Oversight Supervisor

H. Division:

Operations

I. Branch/Section/Unit:

Financial Oversight and Intergovernmental/Financial Oversight/SDO

2. POSITION REQUIREMENTS**Special Requirement:** Check All that Apply

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☒ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:**B. Conflict of Interest Required (Gov. Code 87300, et seq.)?**☐ Yes☒ No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION**A. Supervision Received:**

The incumbent reports directly to the Supervisor II of the Financial Oversight Section.

B. Supervision Exercised:

The incumbent directly supervises professional staff in the State Disbursement Operations Unit (SDO)

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) 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 all departmental policies and procedures.

GENERAL STATEMENT

Under the general direction of the Supervisor II, the Supervisor I oversees team activities in the SDO, Financial Oversight Section, Financial Oversight and Intergovernmental Branch within the Operations Division. The incumbent is responsible for providing oversight, leadership, and coaching of staff to ensure effective execution of the State Disbursement Unit (SDU) Service Provider (SP) contract involving complex interfaces with multiple divisions and vendors.

A. Percentage of Time Performing Duties

B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).

ESSENTIAL FUNCTIONS

IT Domain:

Check All That Apply

FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY

☐ Business Technology Mgmt.

☐ Software Engineering

☐ IT Project Mgmt.

☐ System Engineering

☐ Information Security

☐ Client Services

30 %

Provides oversight, leadership, and coaching of staff to ensure effective execution of the SDU contract involving complex interfaces with multiple divisions and vendors. Evaluates contract effectiveness by ensuring the vendor meets contract requirements, conducts research and acts on opportunities for improvement in service quality and productivity; and provides reports and statistics to management on the contract effectiveness. Plans, directs and supervises staff ' s daily activities in the development, evaluation, monitoring, and improvement analysis of the SDU contract. Ensures the SDU contract is in line with Department goals and objectives and are executed in accordance with State contracting requirements. Monitors actions by staff to ensure contract evaluation and implementation laws, policies and procedures are being followed. Properly implement plans, goals, and objectives to be accomplished by staff. Evaluates staff performance.

25 %	Consults with division management to develop and document the scope of work as well as performance and outcome measures. Works collaboratively with departmental staff to develop and/or modify data collection to support evaluation and to improve services. Collects and analyzes data to develop contract performance models; assesses and identifies issues and recommends remedies for vendor non-compliance issues; develops cost forecasts, identifies trends, and measures contract performance outcomes to ensure contract compliance. Ensures all program areas have documented processes, procedures and back-ups. Develops staff by anticipating knowledge gaps and directing them to learning opportunities, cross-training and knowledge transfer.
20 %	Performs functions such as budget change proposals, management analysis, development and monitoring, personnel management, program evaluation and planning, policy analysis and formulation, legislative review and analysis. Acts as a liaison with county, state and federal child support agencies, vendors, and other stakeholders. Communicates contract compliance within the department to ensure coordination and integration of the flow of data and information pertaining to the SDU contract and their performance.

20 %	Lead the planning and coordination efforts necessary for the transition to the new SDU vendor, including development of implementation timelines, identification of key milestones, assessment of risks, and alignment with operational priorities. Provide direction to internal teams to ensure organizational readiness for contract implementation, including staff training, process redesign, operational preparedness activities, and change management support. Manage vendor engagement and oversee the integration of new vendor systems, processes, and performance standards to ensure continuity of operations and alignment with DCSS business needs, strategic objectives, and anticipated program enhancements.
%	

MARGINAL FUNCTIONS

5 %

Performs a variety of administrative responsibilities such as: implementing administrative policies and procedures; requesting equipment and resources as needed; participating in leadership meetings; and performs other duties as required.

100 %

TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☒ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Failure to use good judgment in handling sensitive and confidential material and in imparting information could result in a violation of federal and state laws and/or confidentiality requirements. Inappropriate decisions can adversely impact morale and effectiveness of staff, impact the ability of management to make sound business decisions, cause customer service problems, as well as the impact the overall effectiveness of the unit in its role in delivering services to the public.

B. Personal Contacts:

The incumbent has regular contact with Supervisor II, Manager II, Service Provider management and staff, as well as DCSS staff and management at all levels of the organization.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ Yes ☐ No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	