DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 045 (REV. 03/2024)

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Type of Duty Statement:	Current	**Revision Date:**	08/04/2026

1. Position Information			
A. Employee Name:			
B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-172-4800-001	S01	E	
F. Classification Title:		**G. Working Title:**	
Supervisor I		Experience Design Supervisor	
H. Division:	**I. Branch/Section/Unit:**		
Executive	Business Excellence Section/Experience Design Unit		

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 to the Business Excellence Section Manager

B. Supervision Exercised:

The incumbent directly supervises a team of business analysts.

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

The Supervisor leads the development and execution of strategies that improve the end-to-end customer experience across DCSS programs, services, and touchpoints. This position is responsible for understanding customer needs and expectations through research, journey mapping, persona development, data analysis, and stakeholder engagement, and translating those insights into actionable recommendations that strengthen service delivery and overall organizational performance. The Supervisor works closely with business leaders, the Business Process Improvement Unit, and cross-functional teams to identify pain points, remove barriers, and support the implementation of customer-centered solutions that improve satisfaction,

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 %	Supervise and guide EDU analysts, providing clear direction on priorities, daily work activities, and expected outcomes. Plan, organize, and oversee unit operations to ensure timely completion of assignments and high-quality analytical work. Review work products for quality, accuracy, and completeness; ensure staff apply consistent customer-experience research and human-centered design methods. Provide regular coaching, feedback, and support to strengthen staff analytical, facilitation, and human-centered design skills. Monitor team workload, performance, and deadlines; address performance issues promptly using appropriate supervisory practices. Train team members in customer experience best practices and ensure they receive ongoing professional development to maintain expert-level knowledge. Promote the EDU team as subject-matter experts for the department and support education, training, and upskilling of staff across DCSS to expand use of human-centered design practices beyond the unit. Foster a respectful, collaborative, and accountable team environment that encourages continuous improvement and high work standards.

30 %	Lead the design and execution of customer-experience research using human-centered design, interviews, surveys, sentiment analysis, and other qualitative and quantitative techniques. Document customer journeys across DCSS processes and touchpoints, identifying pain points, barriers, emotional drivers, and unmet needs that impact satisfaction, accessibility, and trust. Develop and refine customer personas that represent real user needs and behaviors, helping guide cross-department decision-making and service-design priorities. Translate EDU insights into clear, actionable recommendations that strengthen service delivery, improve usability of services, and support equitable access to DCSS programs. Ensure research findings are documented in a clear, digestible format that supports leaders in understanding root causes of challenges and opportunities for improvement.
25 %	Partner with business leaders, program areas, Local Child Support Agency staff, and the BPI Unit to identify customer pain points, validate operational challenges, and co-create customer-centered solutions. Ensure EDU recommendations align with department wide improvement efforts, operational constraints, and strategic goals. Provide facilitation, consultation, and advisory support to business areas during implementation of customer-centered improvements. Support leaders in applying customer-experience frameworks and human-centered design principles to their own operational challenges. Build strong relationships across divisions to promote alignment and consistency in customer-experience priorities and messaging.

10 %	Establish EDU metrics, indicators, and evaluation approaches to measure customer satisfaction, accessibility, clarity, and overall experience. Track and analyze the impact of implemented recommendations and identify additional improvement opportunities based on data-supported insights. Develop dashboards, summaries, and visualizations that communicate customer trends, performance outcomes, and strategic risks to leadership. Prepare briefings and presentations that support leadership discussions and decision-making related to customer-experience improvements. Continuously evaluate EDU methodologies, tools, and approaches to identify opportunities for refinement and innovation.
%	

MARGINAL FUNCTIONS	
5 %	Perform other duties as assigned.
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:

The Supervisor exercises a high level of independence in planning, directing, and evaluating the work of the EDU Unit. Decisions made in this role directly influence the quality of customer-experience research, the effectiveness of recommended service-delivery improvements, and the department's ability to achieve its strategic goals. Failure to identify issues, validate findings, or accurately measure customer-experience outcomes may result in ineffective improvements, reduced customer satisfaction and trust, and delays in meeting departmental priorities.

B. Personal Contacts:

The incumbent has frequent contact with all levels of the department staff and management including the Executive team. They may also work with staff in the Local Child Support Agencies. The incumbent must maintain credibility with superiors and peers and provide guidance to staff working under their direction.

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:	