DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Clear | Save As | Print

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:**
817-171-4800-001	S01	E	
F. Classification Title:		**G. Working Title:**	
Supervisor I		Business Process Improvement Supervisor	
H. Division:	**I. Branch/Section/Unit:**		
Executive	Business Excellence Section/Business Process Improvement 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 Business Process Improvement Unit, directing staff in documenting, analyzing, and developing recommendations to improve departmental business processes. The position ensures improvement recommendations are supported by data, contribute to positive customer experiences, have measurable outcomes, and support the department's strategic goals. Responsibilities include overseeing process mapping and analysis, validating findings, ensuring consistent use of improvement methods, and preparing clear summaries and recommendations that support organizational decision-making.

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 BPI 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 use consistent analytical and improvement methods. Provide regular coaching, feedback, and support to strengthen staff analytical, facilitation, and process-improvement skills. Monitor team workload, performance, and deadlines; address performance issues promptly using appropriate supervisory practices. Train team members in process improvement methodologies and ensure they receive ongoing professional development to maintain expert-level knowledge. Promote the BPI team as subject-matter experts for the department and support education, training, and upskilling of staff across DCSS to expand use of improvement practices beyond the unit. Foster a respectful, collaborative, and accountable team environment that encourages continuous improvement and high work standards.

30 %	Direct staff in documenting, mapping, and analyzing business processes across the department. Identify workflow gaps, inefficiencies, and opportunities for improvement. Guide the development of recommendations using both qualitative and quantitative data. Ensure consistency in applying process-improvement methodologies and tools. Support business areas in implementing recommended improvements. Measure and track the impact of implemented recommendations to determine whether intended outcomes were achieved and where additional improvements may be needed. Coordinate with the Experience Design Unit (EDU) to ensure recommendations support positive customer experiences and align with department strategic goals.
25 %	Align BPI work with the department's strategic goals by ensuring analysis and recommendations reinforce organizational priorities. Prepare clear summaries, visuals, and briefing materials that communicate findings, outcomes, risks, and improvement opportunities to leadership. Validate that BPI recommendations contribute to department wide performance objectives and customer-focused improvements. Provide leadership with insights and recommended actions based on tracked results and data-supported analysis.

10 %	Engage with program areas and operational units to gather insights, validate findings, and ensure improvements reflect a broad understanding of operational needs. Facilitate discussions, working sessions, and decision-making conversations that support shared understanding of improvement opportunities. Represent the BPI Unit in departmental initiatives and cross-functional teams, contributing analytical expertise and process-improvement knowledge. Participate in special projects that support departmentwide improvement efforts and strategic initiatives.
%	

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 BPI Unit. Decisions made in this role directly influence the quality of business process analysis, the effectiveness of recommended improvements, and the department's ability to achieve strategic goals. Failure to identify issues, validate findings, or accurately measure outcomes may result in ineffective processes, reduced customer satisfaction, 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:	