DUTY STATEMENT

Employee Name:	Position Number: **580-841-4800-004**
Classification: Supervisor I	Tenure/Time Base: Permanent/Full-Time
Working Title: Administrative Support Manager	Work Location: 681 S. Parker Street, Suite 200 Orange, CA 92868
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Care Quality/Field Operations South Division	Branch/Section/Unit: Southern California Region/Orange District Office

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by organizing, directing, and managing a unit comprised of analysts and support staff. The Supervisor I is responsible for overseeing the development and implementation of public and program policy, procedures, interpretation of statute and regulation, special projects, correspondence, and other activities related to program support in a specific district office. The Supervisor I is responsible for assessing, developing, implementing, tracking, and evaluating the effectiveness of the District Office's conformance to the federal State Performance Standards System, benchmark and state licensing requirements. The Supervisor I is responsible for planning and scheduling work, prioritizing projects, setting goals and standards, obtaining completed staff work from subordinate staff on multiple projects,

and meeting strict deadlines. The Supervisor I is also responsible for identifying and solving problems, making critical decisions, and weighing risks related to the management of the District Office. The Supervisor I is responsible for effectively communicating with their direct supervisor and working cooperatively to promote partnerships with other supervisors, managers, and internal and external stakeholders. The Supervisor I monitors progress, and is responsible for the timely completion of assignments. The Supervisor I is also responsible for training and coaching staff as well as supervising, appraising, and disciplining staff. May travel up to 5%.

The incumbent works under the general direction of the District Manager (Nurse Surveyor Manager).

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Up to 5%
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

35% Supervises and directs staff work in the development and implementation of public and program policy, procedures, interpretation of statute and regulation, special projects, correspondence and other activities as necessary to meet the needs of the program. Supervises the assessment, development, implementation, and re-evaluation of the effectiveness of the District Office's conformance to the federal State Performance Standards System, benchmark and state licensing requirements. Determines priorities and responds to requests from within and outside the program related to the District Office's work. Makes workload adjustments as necessary to accomplish the required tasks. Reviews the incoming and outgoing work product (i.e., letters, memorandums, emails) to ensure the quality conforms to CDPH policy. Reviews each analyst's workload and performance to assure that required licensing and certification activities are performed in accordance with mandated policies and procedures and in a timely and professional manner.

35% Supervises assigned staff, including evaluating, providing orientation and training of staff, as well as all related supervisory personnel duties, such as approval of leave, travel claims, etc. Provides guidance and direction to staff in their assigned duties, ensuring compliance with both program and state policies and procedures. Monitors progress, evaluates staff and workload, and assigns and delegates work to ensure its timely completion by utilizing effective management skills/tools in organizing, goal-setting, and taking effective action. Complies with policies and procedures related to equal employment opportunity, civil service, and labor relations in supervising and managing the unit.

15% Oversees the processing of personnel actions within the district office (hires, transfers, adverse action, etc.). Participates in the recruitment/selection process and effectively

manages employee's performance in accordance with the department's policies and procedures. Conducts yearly employee performance appraisals (IDPs) for subordinate staff.

10% Attends statewide District Manager/Administrator meetings when scheduled by the Field Operations CEAs. Provides agenda items for meetings and makes presentations as necessary. Prepares and conducts staff meetings for district office staff.

Marginal Functions (including percentage of time)

5% Performs other work-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: DS
Date: 3/30/2026