DUTY STATEMENT

Employee Name: **Vacant**	Position Number: **580-510-4800-909**
Classification: Supervisor I	Tenure/Time Base: Permanent / Full Time
Working Title: WIC Program Support Unit Chief	Work Location: 3901 Lennane Drive, Sacramento CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Family Health / Women, Infants, and Children (WIC) Division	Branch/Section/Unit: WIC Systems Integration Branch /WIC Systems Support Section / WIC Program Support Unit

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 advancing the health and well-being of California's diverse people and communities. As the Chief of the WIC Program Support Unit, the Supervisor I (Sup I) leads a team that provides customer service to WIC families and the public, monitors service trends, and collaborates with internal and external partners to improve the WIC participant experience.

The incumbent works under the general direction of the Chief, WIC Systems Support Section, Supervisor II (Sup II) and supervises the daily activities of staff in the WIC Program Support Unit,

ensuring compliance with program policies and confidentiality standards by monitoring performance metrics, and developing procedures. The manager actively participates as a member of the WIC Management Team.

Special Requirements

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

Essential Functions (including percentage of time)

40% Supervises the daily operations of the WIC Program Support Unit which provides customer service through the California WIC Family Services phone line. Oversees the development and maintenance of the staffing schedule to ensure phone coverage. Monitors phone, email, and ticketing operations to ensure timely and accurate responses; and to confirm that staff are providing information consistent with state and federal policies. Reviews call logs and analytics and prepares status reports for the WIC leadership team. Develops and implements quality assurance protocols and performance metrics. Ensures compliance with federal and state WIC regulations, departmental policies, and WIC Division standards by monitoring staff accuracy, reviewing output, and providing corrective guidance where needed. Implements the appropriate state and departmental policies by overseeing daily workflow, conducting quality assurance reviews of staff performance, ensuring consistency in service delivery, and providing corrective feedback and coaching to maintain high standards of accuracy and professionalism. Serves as the primary resource for the most sensitive, complex, and escalated calls requiring advanced policy knowledge and problem-solving.

25% Reviews call trends and customer feedback to identify issues and recommend improvements to system functionality, training material, and customer service protocols. Collaborates with staff in the WIC Systems Change Management Section and contractor staff to escalate and resolve complex incidents and system defects. Leads the development and maintenance of internal procedures, scripts, and reference materials to support unit staff operations. Coordinates with internal stakeholders to ensure accurate and consistent messaging to WIC families. Participates in the development of training materials and onboarding processes for new and existing staff. Oversees the review and updates of manuals, forms, procedures, training materials, education tools, and program documentation. Ensures all program materials remain accurate, up-to-date, and clearly communicated to staff, WIC families, the public, contractors, and other stakeholders.

10% Recruits, trains, and evaluates staff. Ensures completion of mandatory trainings; reviews and approves timesheets, absence requests, and completes documentation related to attendance, preventative, corrective, or adverse action, when appropriate. Fosters an engaged and supported team by using a strength-based approach to determine training needs for new and existing staff; identifies and promotes continuing staff development and specialized training;

evaluates performance of staff in a timely manner; coaches and mentors staff in the development of work plans; and monitors work progress.

Actively participates on the WIC Management Team and other manager meetings to ensure accountability for performance and outcomes for the WIC program; keeps management apprised of program status and achievements. Collaborates and communicates with management across the division to discuss, plan, and implement strategies impacting WIC services.

15% Oversees and identifies recurring incidents that are common or occur after system changes and collaborates with the staff in the WIC Systems Change Management Section and the various WIC contractors to identify system defects, recommend improvements or work arounds and develops responses to callers. Supports the Branch by conducting User Acceptance Testing (UAT) and supporting WIC Program Support Unit staff to conduct UAT as needed.

5% Represents the Division and Department at meetings with other state, local, and federal government officials, and provides communications to WIC partners and stakeholders, both orally and in writing.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ 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: TY
Date: 8/6/26