Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)
Executive	CEA (Level C)/Deputy Director	326-610-7500-001
UNIT/PROGRAM/SECTION	**EFFECTIVE DATE**	**CBID**
Dispute Resolution	TBD	M01
INCUMBENT	**REPORTING LOCATION**	**IMMEDIATE SUPERVISOR**
Vacant	TBD	Jamie Gillette

POSITION DESCRIPTION

Under the general direction of the Director and the Chief Deputy Director of the Civil Rights Department (CRD), the Deputy Director of Dispute Resolution serves as a member of the Department's Executive team and as the Department's chief mediation expert. The Deputy Director is an attorney with active membership in the State Bar of California, and is responsible for leading the Department's Dispute Resolution Division (DRD), which is comprised of the Mediation Services Unit and the Community Conflict Resolution Unit (CCRU). This includes overseeing the division's performance in resolving civil rights disputes, managing attorneys and subordinate supervisors at various levels, and making changes to processes, policies, and systems to ensure program goals are met, establishing and maintaining the tools, training, and practices needed to foster high levels of staff engagement and productivity, and creating/supporting a work environment consistent with the Department's core values.

ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.

ESSENTIAL FUNCTIONS:

%	TASK/DUTIES
40%	Set the strategic direction and goals for the Division based on knowledge of external trends and stakeholder input, active monitoring of performance of the Division and its mediators, solicitation of input from Division managers and staff, and collaboration with other divisions within CRD. Identify and oversee the implementation of specific projects and activities to meet strategic objectives and performance goals, including changes to policies, processes, practices, and systems.
35%	Provide management oversight of the Division statewide, including providing management and guidance to subordinate supervisor(s), attorney mediators, community conflict resolution specialists, and support staff; monitor the overall quality and efficiency of the Division's work consistent with civil rights laws, CRD's mission, and professional and ethical standards of conduct for mediation of legal disputes; along with the Assistant Chief Counsel, oversee the Division's volunteer mediator program and relationships with law school clinical programs.
15%	Serve as a member of the CRD Executive Team and collaborate with fellow executives in the formulation and implementation of the Department's strategic plan, annual action plan, policies and cross-divisional projects. Establishes and maintains relationships with major constituent groups, both respondent and complainant-oriented, and may serve as a liaison with the U.S. Equal Employment Opportunity Commission (EEOC) and U.S. Department of Housing and Urban Development (HUD). Assists in developing and implementing community education and outreach initiatives related to employment and ensures that the Department's civil rights mission is properly presented to the public.
10%	Handle complex and sensitive issues relating to all aspects of divisional operations with control agencies as well as the public, legislators, EEOC, HUD, and other external stakeholders; respond on behalf of the Director to inquiries from the public regarding Dispute Resolution Division policies, procedures, and case processing activities; represent the Department in public forums.

Duty Statement

MARGINAL FUNCTIONS:	
%	**TASK/DUTIES**
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.

DESIRABLE QUALIFICATIONS:

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

A. Commitment – A strong desire to uphold the civil rights laws enforced by the Civil Rights Department; a commitment to justice and fairness

B. Leadership - Ability to embrace a leader's role and continuously model the behaviors, traits, values and characteristics of a successful leader, which include: integrity, accountability and ethical behavior; promotion of the mission and vision of the Department; setting and attaining goals; creating a clear sense of purpose; managing change; creativity and innovation; and strategic planning.

C. Experience – Broad and extensive experience mediating, litigating, and/or supervising the mediation of or litigation of civil rights cases; mastery of professional and ethical standards governing the mediation of legal disputes; experience supervising and training staff.

D. Communication Skills - Ability to present information and express ideas in a clear, confident and convincing manner; and to receive, attend to, interpret and respond in ways that are appropriate to listeners and situations.

E. Decision Making - Make informed decisions through the use of data, research, analysis, and input from team members and key stakeholders; make difficult decisions in accordance with good public policy and an understanding of consequences of actions.

F. Teamwork - Ability to continuously inspire, motivate, and coach diverse work teams to achieve goals; collaborate to achieve common goals and objectives; use effective consultation and negotiation skills, and create a work culture that attracts and retains diverse and talented people.

G. Public Service Orientation – An understanding of the importance of service to the public and the need to be timely and accurate in addressing stakeholder needs; the importance of representing the department in a professional and respectful manner.

TYPICAL WORKING CONDITIONS:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation. The following abilities are required:

- Effectively handle stress, and work in a fast-paced environment.
- Daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Punctual and regular attendance.
- Occasional travel and driving to make presentations and to supervise staff and investigations.

The above statements are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions associated with this job.

TELEWORK DESIGNATION:

Duty Statement

This position is designated as telework eligible-hybrid.

SPECIAL REQUIREMENTS:

Supervision Received:
The Deputy Director of Dispute Resolution receives general supervision from the Director and Chief Deputy Director of the Civil Rights Department.

Supervision Exercised:
The Deputy Director of Dispute Resolution oversees all staff in the Department's Dispute Resolution Division.

Administrative Responsibility:
Adhere to laws, rules, policies and procedures pertaining to the Civil Rights Department.

Personal Contacts
The Deputy Director of Dispute Resolution will act as the Department's liaison to federal and state agencies, state control agencies, community groups, employers, employees, housing providers, tenants, businesses, consumers, other stakeholders, and the general public.

Actions and Consequences
Failure to use good judgment in handling sensitive and confidential information could undermine the Department's ability to meet its mission, damage the reputation of the Department and the State of California and potentially result in legal liability for the Department.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

EMPLOYEE STATEMENT:
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE