OPERATIONS
ADMINISTRATION DIVISION
BUSINESS MANAGEMENT SUPPORT BRANCH
PROCUREMENT SERVICES SECTION

DUTY STATEMENT

JOB TITLE: Manager II **POSITION #:** 472-525-4802-002

EMPLOYEE:

POSITION DESCRIPTION: Under administrative direction of the Chief, in the Business Management Support Branch, for the Department of Developmental Services (Department), the Manager II is responsible for the strategic planning, policy development and execution, direction, and oversight in the statewide management of the Department's procurement and contracting programs in providing high-level management and expertise over broad and varied procurement and contracting programs supporting the regional center community programs and 24/7 state-operated facilities (SOFs). Establish, implement, and maintain systems, procedures, and internal controls over procurement and contracting to provide effective, efficient, and timely services in support of the Department's mission and goals and for compliance with federal and state laws, regulations, and control agency directives.

SUPERVISION EXERCISED: The position supervises entry through expert journey-level professional and analytical staff.

SUPERVISION RECEIVED: The position reports to, and under administrative direction of the Chief in the Business Management Support Branch.

EXAMPLES OF DUTIES:

Essential Job Functions:

30% Responsible for strategic planning, policy development and execution, direction, and oversight in the statewide management of the Department's complex procurement and contracting programs for Headquarter (HQ) locations and SOFs. The position is the designated Purchasing Authority Contact for the Department with specific requirements from the Department of General Services (DGS) for the review and oversight of all procurements under the Department's Delegated Purchasing Authority for the acquisitions of Information Technology (IT) and non-IT goods, services and commodities. Provide advocacy and promote the use of the Small Business and Disabled Veterans Business Enterprises programs. Promote and support effective procurement planning, contract administration, competition, and risk management to maintain legal compliance with the DGS' laws and rules, the

Public Contract Code, State Contracting Manual, State Administrative Manual, Executive Orders, and other authoritative guidance. Establish and implement reporting and communication processes for fiscal accountability, transparency, and to update the executive team on the operational and fiscal status of procurement activities.

30% Establish, implement, and maintain departmental procurement and contracting policies, systems, procedures, and internal controls for full compliance with state rules, policies, and best practices. Provide functional leadership, direction, guidance and oversight to procurement and contract management and staff at the SOFs. Monitor work quality, service levels, and compliance at HQs and SOFs to verify that program needs are met. Oversee the accurate and timely application for the annual delegated purchasing authority and fulfill all required reporting obligations to DGS and other control agencies. Collaborate with the Community Services Division and Budget Section to process and track regional center contracts that fund the provision of services to individuals with intellectual and developmental disabilities in California. Collaborate with the IT Division and Budget Section for IT procurements. Establish clear priorities and strategic objectives, using defined criteria to evaluate employee performance. Provide guidance and set expectations for employee supervision and take decisive action when necessary to maintain high productivity and performance standards. Oversee the development and maintenance of resources such as desk manuals, procurement and contract management training, onboarding materials for new procurement and contracting staff working in HQ and SOFs, and other materials used by procurement and contract staff throughout the department.

20% Build and maintain effective working relationships with internal program managers and staff, control agencies, oversight entities, vendors, regional centers, and other interested organizations. Provide subject matter expertise, consult with, and advise the branch Chief, , Deputy Director, Administration Division, executive staff, and other departmental managers on procurement and contracting programs, matters, and issues. Develop processes to utilize data analytics for tracking timeliness and outcomes of services and to proactively identify and address service issues and, as needed, implement process improvements. Serve as primary liaison to program managers to confirm that procurement needs are being met and that work quality, service levels, priorities, and performance standards are consistently maintained. Review procurement and contracting documents, control agency correspondence, and other reports that are complex, sensitive in nature and/or that may have a significant fiscal impact. Represent the Department in procurement-related discussions, meetings, and forums with the public, DGS and other control agencies, regional centers, vendors, other governmental organizations, and other interested entities.

15% Monitor, evaluate, and modify the delegated procurement and contracting programs including the development and maintenance of adequate internal controls, compliance measures, and best practices. Develop and monitor policies, systems, and processes for the highest level of customer service and for effective, efficient, and timely support to enable the Department to achieve its mission, goals, and program priorities as well as for optimal resource utilization. Develop and implement smooth and efficient work processes that align with operational goals and the Financial Information System for California process and reporting requirements.

Marginal Job Functions:

5% Manage and oversee staff recruitment, staff development, and performance evaluations for staff. As needed, may act as branch Chief, in their absence. Provides functional leadership, direction, guidance and oversight to procurement and contracting staff at the SOFs. Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Work is performed in an open-spaced partitioned office environment. The office is in a multi-story building in downtown Sacramento. Requires movement throughout the HQ building. Requires sitting for long periods of time while using a computer and telephone, performing reviews of documents and working papers, and attending meetings. If necessary, may be required to work extended business hours. Limited in-state travel to SOFs for meetings, trainings, and work, as needed. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: The State's procurement and contracting rules, policies, and processes, and experience transacting in FI$CAL; principles, practices, and trends of public and business administration, management, and supportive staff services; principles, practices, and trends of policy formulation; California governmental functions and organization at the state level; State's administrative processes and control agency functions; principles, practices, trends and best practices in administrative processes, change management, management analysis, program planning and evaluation; effective communication, interpersonal, organizational, and management skills; and proficiency with Microsoft Office Applications;

Ability to: Perform the full range of management duties; apply global thinking to all issues; learn and understand the Department's mission and programs; reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and maintain cooperative and harmonious relationships with Department staff and managers, the public, and other governmental agency staff; use of sound judgment and discretion when working with management, professional staff and the public; analyze situations accurately and take effective action; communicate and write effectively; recognize and maintain confidential information; research complex rules and regulations and make sound decisions; analyze data and present ideas and information effectively; multi-task with changing priorities and provide outstanding customer service; review and edit written reports; and establish and maintain work and project priorities. Promote a collaborative team environment and foster professional growth among staff.

Possession of an Intermediate Acquisition Certificate or Executive Acquisition Certificate from DGS is desired.

CERTIFICATION OR LICENSE: None.

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.

OPERATIONS
ADMINISTRATION DIVISION
BUSINESS MANAGEMENT SUPPORT BRANCH
BUSINESS SUPPORT SECTION

DUTY STATEMENT

JOB TITLE: Manager II **POSITION #:** 472-525-4802-001

EMPLOYEE:

POSITION DESCRIPTION: Under administrative direction of the Chief, in the Business Management Support Branch, for the Department of Developmental Services (Department), The Manager II will be responsible for the strategic planning, policy development and execution, direction, and oversight in the statewide management of the business services programs. The position manages a broad range of administrative support functions for the 24/7 Stabilization Training Assessment and Reintegration (STAR) acute crisis homes including management of trust accounts for individuals with intellectual and developmental disabilities residing in the STAR homes and other community facilities, and administrative liaison support to the STAR home Program Directors. The position establishes, implements, and maintains systems, procedures, and internal controls over business management services and STAR administrative support to provide effective, efficient, and timely services in support of the Department's mission and goals and for compliance with federal and state laws, regulations, and control agency directives.

SUPERVISION EXERCISED: The position supervises entry through expert journey-level professional and analytical staff.

SUPERVISION RECEIVED: The position reports to, and under administrative direction of the Chief in the Business Management Support Branch.

EXAMPLES OF DUTIES:

Essential Job Functions:

30% Responsible for strategic planning, policy development and execution, direction, and oversight in the statewide management of administrative and business management service areas including building management, security access, space planning and utilization, telecommunications, records and forms management, asset management, copy center, mail services, shipping and receiving, waste reduction and recycling, and parking and commuter services. Coordinate with internal teams to address facility-related needs and support the execution of long-term facility plans in collaboration with executive leadership. Establish and implement reporting and communication processes for

fiscal accountability, transparency, and to update the executive team on the operational and fiscal status of business management services. Provide functional leadership, direction, guidance and oversight to business services staff at State operated facilities (SOFs). Monitor work quality, service levels, and compliance at Headquarter (HQ) locations and SOFs to verify that program needs are met. Establish, implement, and maintain departmental business management services systems, procedures, and internal controls for full compliance with state rules, policies, and control agency directives including Department of General Services (DGS) and Integrated Waste Management Board. Oversee the accurate and timely reporting of all required reporting obligations to DGS and other control agencies.

30% Manage and oversee the provision of administrative support for the 24/7 STAR acute crisis homes, including but not limited to program and policy coordination for the safeguarding and appropriate use of the trust accounts of funds and property for individuals served with disabilities and ongoing support and collaboration with regional centers for individuals transitioning back into the community; maintenance of clinical records in compliance with federal Centers for Medicare & Medicaid Services; and tracking of Department of Social Services and Office of Protective Services fingerprint clearances and clinical staff licensing and mandatory clinical staff training. Lead, manage and oversee the provision of administrative liaison support between HQs and the STAR home Program Directors in support of the day-to-day STAR homes activities. Monitor for the prompt resolution of issues raised by program directors and for removing and resolving issues and barriers in a timely manner. Provide guidance and direction to staff with difficult or complex problems. Provide guidance to regional centers, community members, representative payees, attorneys, and other involved parties for individuals who are transitioning to the community or admitted to the STAR home in maintaining federal benefits, insurance, and accounting for all personal incidentals funds that are due to the individual.

20% Build and maintain effective working relationships with internal program managers, control agencies, oversight entities, vendors, and regional centers. Provide subject matter expertise, consult with, and advise the branch Chief, Deputy Director, Administration Division, executive staff, and other departmental managers on business management services programs and STAR support activities. Develop processes to utilize data analytics for tracking timeliness and outcomes of services and to proactively identify and address service issues and, as needed, implement process improvements. Serve as primary liaison to program managers to confirm that business services needs are being met, and that work quality, service levels, priorities, and performance standards are consistently maintained.
Review business services and STAR support reports and correspondence to control agencies, and other reports that are complex, sensitive in nature and/or that may have a significant fiscal impact. Represent the Department in business services and

STAR support-related discussions, meetings, and forums with the public, DGS and other control agencies, regional centers, vendors, and others.

15% Monitor, evaluate, and modify the broad range of business management services, including the development and maintenance of adequate internal controls, compliance measures, and best practices. Develop and monitor policies, systems, and processes for the highest level of customer service and for effective, efficient, and timely support to enable the Department to achieve its mission, goals, and program priorities as well as for optimal resource utilization. Develop and implement smooth and efficient work processes that align with operational goals. Establish clear priorities and strategic objectives for the Business Management and STAR Support Section, using defined criteria to evaluate employee performance. Oversee the development and maintenance of resources such as desk manuals, business services training plans, onboarding materials for new business services staff working in HQ locations and SOFs, and other materials used by business services staff throughout the Department.

Marginal Job Functions:

5% Manage and oversee staff recruitment, staff development, and performance evaluations for staff. As needed, may act as the Branch Chief, in their absence. Provide functional leadership, direction, guidance and oversight to business management services staff in the 24/7 state-operated facilities. Other duties assigned within the scope of the classification.

WORKING CONDITIONS: Work is performed in an open-spaced partitioned office environment. The office is in a multi-story building in downtown Sacramento. Requires movement throughout the HQ building. Requires sitting for long periods of time while using a computer and telephone, performing reviews of documents and working papers, and attending meetings. If necessary, may be required to work extended business hours. Limited in-state travel to SOFs and STAR homes for meetings, trainings, and work, as needed. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services; principles, practices, and trends of policy formulation; California governmental functions and organization at the state level; State's administrative processes and control agency functions; principles, practices, trends and best practices of business services, human resources, and business administration including management and staff services, program planning and

evaluation; effective communication, interpersonal, organizational and management skills; and proficiency with Microsoft Office Applications.

Ability to: Perform the full range of management duties; apply global thinking to all issues; learn and understand the Department's mission and programs; reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and maintain cooperative and harmonious relationships with Department staff and managers, the public, and other governmental agency staff; use of sound judgment and discretion when working with management, professional staff and the public; analyze situations accurately and take effective action; communicate and write effectively; recognize and maintain confidential information; ability to research complex rules and regulations and make sound decisions; analyze data and present ideas and information effectively; multi-task with changing priorities and provide outstanding customer service; review and edit written reports; and establish and maintain work and project priorities. Promote a collaborative team environment and foster professional growth among staff.

CERTIFICATION OR LICENSE: None.

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.