DUTY STATEMENT

Job Classification: Supervisor II
Working Title Regional Manager Licensing
Position Number: **024-311-4801-XXX**
Scheme and Class Codes:
Reports To: Deputy Division Chief, Alcoholic Beverage Control
FLSA Status: Exempt
Divisions: Northern/Southern
Location: Various
Prepared By/Date: Human Resources, January 2026

SUMMARY

Under general direction, the Supervisor II's responsibilities include working with Division Management to implement the goals and objectives of the Department and works through subordinate managers and professional staff to plan, organize, manage, and direct the day-to-day operations within a district office. The Supervisor II is responsible for direct supervision of Supervisor I's and oversee the professional staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

30% Administer, plan, and organize the licensing programs within your district office. Supervise, train and direct professional staff in the performance of their duties relating to licensing pursuant to the ABC Act and all applicable laws. Assign and delegate work to subordinate staff to ensure assignments are completed in a timely manner and to accomplish office goals and objectives. Mentor subordinate staff to improve performance and productivity and assist with career development and upward mobility. Express expectations and priorities through clear verbal and written communication to subordinate staff to ensure consistency and stability with the Department's functions. Conduct staff meetings to disseminate information, resolve issues, and discuss current trends pertinent to the office. Ensure policies are implemented within your district office within a timely manner. Resolve disagreements and conflicts between staff members to achieve a professional and productive work environment. Respond to a variety of issues (e.g., complaints, inquiries, requests, etc.) from the public or interested parties in a timely, professional and courteous manner, to maintain positive public relations and fulfill the Department's mission.

25% Provide guidance to office staff on laws, rules, and regulations pertaining to licensing applications. Meet and/or discuss proposed operation with interested persons (planning, law enforcement, residents, citizens, churches, schools, parks, applicant, etc.) to obtain information and opinions about prior or proposed operation of premises, applications, or other licensing assignments. Review investigation report to evaluate the impact of license issuance on nearby residents, schools, churches, parks, etc. using measurements of proximity, statements, observations, and other information to make District level recommendations of approval or denial of application or licensing assignments. Provide information to other district offices, using written correspondence, email, and/or telephone regarding applicants, licensees, and premises to facilitate processing applications. Administer annual priority license drawings for counties within the district's jurisdiction to ensure a fair and impartial process. Review requests for catering authorizations/event permits, daily licenses, and temporary permits for approval or denial.

20% Work directly with the Licensing Division on the long-term statewide goal of regionalizing the review and oversight of the licensing program by Supervisor II's. Identify and communicate inconsistencies and inefficiencies in the oversight and review processes so that they may be addressed prior to implementing on a statewide basis. Work with the Licensing Branch Chief (Manager I) to develop procedures, milestones and goals of the Licensing Division. Assist with the development of various departmental policies, procedures, licensing bulletins, and training to bring uniformity and consistency within the Licensing Division.

10% Advise staff, general public, local law enforcement and other governmental agencies regarding the interpretation and application of the provisions of the laws, rules and regulations of the Alcoholic Beverage Control Act, Penal Code and Health and Safety Code pertaining to licensing. Represent the Department at meetings with various groups (e.g. law enforcement agencies, the public, civic groups, trade organizations and stakeholders) to share knowledge and educate on the ABC Act and ABC programs. Such communication may be conducted in person, through written correspondence, by telephone conversation, or through conducting presentations. Operate a motor vehicle to conduct premises and area inspections relative to pending applications and stakeholder meetings.

5% Hire and train staff to perform licensing activities in accordance with laws, rules and departmental procedures. Monitor staff to ensure work is being performed timely and correctly and to determine staff training needs. Prepare timely performance evaluations to provide feedback to staff on their job performance using performance evaluation forms in accordance with departmental procedures. Take progressive discipline, as necessary, to ensure staff meets performance expectations. Establish open communication with staff to create a positive working environment.

Ensure confidential and/or sensitive documents are retained and destroyed as mandated by policy and procedures.

5% Attend administrative hearings and testify to facts and recommendations of applications and/or condition modifications, using professional courtroom standards and procedures.

5% **MARGINAL DUTIES AND RESPONSIBILITIES**

Other job related duties as required.

Supervisory Responsibilities

This job has supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Employees are required to operate and maintain a state vehicle and possess a valid driver's license of the appropriate class issued by the Department of Motor Vehicles. Employees are required to drive long distances in all types of weather and driving conditions. Field work includes walking and surveying nearby residents, business, schools and parks. Field work may be required after normal business hours to conduct investigations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR DATE	EMPLOYEE DATE
Print Name	Print Name

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; and, uses intuition and experience to complement data.

Design – Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; and, uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and, shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and, meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and, remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and, participates in meetings.

Team Work – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and, recognizes accomplishments of other team members.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; and, able to read and interpret written information.

Quality Management – Looks for ways to improve and promote quality; and, demonstrates accuracy and thoroughness.

Cost Consciousness – Conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; and promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and, supports equal employment opportunities and respects diversity.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; and, arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and, asks for and offers help when needed.

Innovation – Generates suggestions for improving work; and, presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and, makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and, takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and, follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and, monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; and, works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write detailed reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

Math Ability – Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Word processing software; Excel spreadsheet software; Internet Explorer, and CABIN database software.

KNOWLEDGE AND ABILITIES, ETC.

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity program and the processes available to meet Equal Employment Opportunity objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the Department's Equal Employment Opportunity objectives.

Certificates and Licenses: None

Special Personal Requirements: Demonstrated ability to act independently, open-mindedness, flexibility, and tact.