Classification: Supervisor I
Position Number: 880-300-4800-007

DUTY STATEMENT

☐ **CURRENT** ☒ **PROPOSED**

RPA Number: 26-300-056	**Classification Title:** Supervisor I	**Position Number:** 880-300-4800-007
Incumbent Name: Vacant	**Working Title:** Supervisor I	**Effective Date:** TBD
Tenure: Permanent	**Time Base:** Full-Time	**CBID:** S01
Division/Office: Division of Water Rights	**Section/Unit:** Records Management Unit	
Supervisor's Name: Erica Gonzales	**Supervisor's Classification:** Supervisor II	

Human Resources Use Only:

HR Analyst Approval: Rebecca Ramirez **Date:** November 19, 2026

General Statement

Under the supervision of a Supervisor II and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.

Position Description

The Records Management Supervisor leads the Division of Water Rights (Division) records management program. This role oversees staff, policies, procedures, and the transition to electronic content management systems. The role coordinates with Division programs to establish consistent standards for classifying, organizing, storing, retrieving, and preserving records while ensuring compliance with applicable requirements. The supervisor also manages records and digitization projects, monitors performance and deadlines, prioritizes workloads, develops staff, addresses operational challenges, and keeps management informed of project progress, resource needs, and issues requiring attention.

Essential Functions (Including percentage of time):	
35%	Supervise, direct, and coordinate the work of the Records unit staff. Establish clear goals, objectives, priorities, and performance expectations aligned with the Division's operational needs and strategic priorities. Plan, organize, and monitor unit activities to ensure assignments and work products are completed accurately, efficiently, and within established deadlines. Manage personnel matters, including performance evaluations, employee development, workload assignments, attendance and conduct concerns, performance improvement, and disciplinary actions, in accordance with applicable policies, procedures, and labor agreements. Provide timely direction, constructive feedback, coaching, and professional development opportunities to strengthen staff performance, accountability, and technical expertise. Foster a positive, collaborative, and professional work environment that promotes continuous learning, innovation, informed decision-making, knowledge sharing, cross-training, and continuous improvement. Evaluate and address staff concerns, workload challenges, procedural questions, and project implementation issues, resolve matters within delegated authority and elevating issues to management when appropriate. Keep management informed of unit operations, project progress, workload priorities, staffing and resource needs, potential risks, deadlines, personnel concerns, disciplinary matters, and other sensitive issues requiring management attention or intervention. Promote teamwork, adaptability, and clear communication of goals and expectations to ensure staff understand and contribute to the Division's mission.
20%	Lead the development, documentation, implementation, and review of policies, procedures, and standardized practices governing the Records Management unit's work products and records management activities. Manage the development and maintenance of program-specific Best Practice Procedures for Administrative Records to promote consistency, accountability, and compliance with applicable records management requirements. Ensure procedures clearly define responsibilities, workflows, documentation standards, quality control measures, and expectations for records creation, classification, storage, retrieval, retention, and disposition, as applicable. Evaluate existing processes to identify gaps, inefficiencies, and opportunities for improvement and implement updates as necessary to reflect changes in technology, operational requirements, and applicable policies and regulations. Communicate anticipated response timelines when additional research, legal consultation, management review, or stakeholder coordination is necessary. Identify opportunities to streamline workflows, strengthen records management practices, maintain continuity of operations, and improve the quality, efficiency, and effectiveness of unit activities. Review work products, including issue papers, policy recommendations, project plans, reports, procedures, and other deliverables, for quality, completeness, accuracy, and consistency with established requirements. Communicate anticipated response timelines when additional research, legal consultation, management review, or stakeholder coordination is necessary.

20%	Lead the development, implementation, and continuous improvement of electronic content management practices. Provide leadership in the transition and use of the CalWATRS database and electronic content management systems to ensure Division records are consistently organized, properly classified, accessible, and preserved in accordance with applicable records retention and management requirements. Coordinate with programs throughout the Division of Water Rights to establish metadata tagging standards, document classification structures, and hierarchical filing systems to support the consistent storage, retrieval, and long-term preservation of electronic records. Establish Division-wide processes, procedures, and standards for using the CalWATRS database and electronic content management systems to organize, manage, and preserve electronic documents and records in perpetuity, consistent with applicable legal, regulatory, and records retention requirements.
20%	Oversee and track records management, electronic content management, and digitization projects to ensure established objectives, deliverables, milestones, and schedules are achieved. Manage change management activities associated with transitioning from physical records to digital records and processes, including coordinating implementation efforts, facilitating stakeholder engagement, supporting process improvements, and promoting organizational readiness and adoption of new technologies and procedures. Coordinate with Division programs, management, technical personnel, and other stakeholders to identify project requirements, assess operational impacts, address implementation challenges, and facilitate the successful execution of records management and digitization initiatives. Support the development and implementation of strategies, procedures, and workflows that enable the effective conversion, organization, management, access, and long-term maintenance of digital records. Monitor project progress, assess resource needs, identify risks and potential delays, and adjust priorities and work plans as necessary to address changing operational demands. Develop and maintain project tracking mechanisms to support accountability, measure progress, and provide management with reliable information regarding project status, anticipated completion dates, transition activities, and outstanding issues.
Marginal Functions (Including percentage of time):	
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	
The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone and a keyboard for extended periods of time. Ability to lift 20 pounds to retrieve files and/or documents.	

Typical Working Conditions:
The incumbent works on the 2nd floor of a high-rise office building in downtown Sacramento. The work schedule is Monday through Friday and an in-office requirement of at least 4 days per week. Travel may be required locally and within the state.

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 a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date