

**DEPARTMENT OF JUSTICE  
DIVISION OF OPERATIONS  
OFFICE OF PROFESSIONAL DEVELOPMENT  
DUTY STATEMENT**

**NAME:** VACANT

**POSITION NUMBER:** 420-090-4800-xxx

**JOB TITLE:** Operations Manager (Staff Services Manager I)

**STATEMENT OF DUTIES:** This position provides a unique and rewarding opportunity to be part of the Department of Justice's Office of Professional Development (OPD). The Staff Services Manager I serves as manager over the administrative and operational functions of the OPD. This position is responsible for leading a team that provides a wide variety and full realm of administrative services and performs various operational tasks of the OPD. The areas addressed include, but are not limited to, student registrations, training records, class scheduling, facilitation of various classes, business services, facilities, contracts, procurement, budget development, Help Desk and video conferencing services, and program control. In addition, the SSMI will be part of a management team that will deliver leadership level courses to enhance DOJ's bench strength and contribute to the department's overall succession planning efforts.

**SUPERVISION RECEIVED:** Reports directly to the Director of OPD.

**SUPERVISION EXERCISED:** Directly supervises a team consisting of Associate Governmental Program Analysts (2), Training Officer I (1), an Office Technician (T) (1), an Office Assistant (T) (1) and Student Assistants (2).

**TYPICAL WORKING CONDITIONS:** Office in a high-rise, smoke-free building. Some travel is required.

**ESSENTIAL FUNCTIONS:**

**30% In order to ensure the administrative and operational services of the OPD continue to run effectively and efficiently, the incumbent will:**

- Plan, organize, direct, and supervise the administrative functions of the OPD.
- Conduct the most complex, critical, and independent projects in administrative services, including but not limited to: budgeting and program control (i.e. budget planning, review and/or preparation of concept papers, budget change proposals, input to budget drills, and resolution of funding issues), service contracts, purchasing, space management, safety, travel and communications.
- Works closely with assigned staff to address and resolve issues related to OPD registration, vendor logistics, office operations and maintenance, OPD statewide computer labs, IT equipment, office moves, phone relocations, equipment inventory (IT and non-IT), Cal-Card purchases, invoice payments, complex client inquiries, reviewing, drafting and editing of correspondence and reports, training and mentoring of support staff, and consults with management team on internal administrative/operational issues.
- Serves as an advisor to the OPD Director, and management team, on a wide range of issues that impact the operations of the office.
- Manages the activities of both the Desktop Application Help Desk and BlueJeans Videoconferencing Services, which handles incoming calls and provides support to all DOJ employees.
- Serves as a subject matter expert for business initiatives that will improve processes within the OPD.
- The incumbent will supervise staff, who help facilitate the Continuing Legal Education classes, possible vendor classes, and mandatory classes (e.g., Basic Supervision, Sexual Harassment and Discrimination Prevention).
- Performs research, analyzes current practices, and develops/recommends more effective and efficient methods of operation.

- 25%** **In order to meet program goals and objectives, oversees and coordinates the daily tasks of an Operations team by Providing direction, guidance, and leadership to staff, in accordance with DOJ policies, procedures and Processes for personnel management:**
- Assists in the development, recommendation, and implementation of short- and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement.
  - Responsible for ongoing strategic planning resulting in the evaluation and implementation of continuous process improvement.
  - Communicates to staff the program goals, objectives and expectations for the team.
  - Assigns and tracks workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes.
  - Provides on-the-job training, information on methods of program procedures, priorities and deadlines, and approves requests for formal training from staff necessary to perform their tasks effectively.
  - Assigns projects, reviews for accuracy and completeness, and confers on all aspects of the training and development process.
  - Trains and counsels staff on proper personnel management policies and procedures and consistency in application of civil service laws and rules.
  - Evaluates progress towards successful completion of assignments or projects by assessing available resources and time constraints. As necessary, obtains additional resources and/or negotiates changes in established timeframes.
  - Reviews proposed legislation to determine impact on the operation of the office or the department and provides recommendations on the process for implementing passed legislation.
  - Provides weekly updates/status reports to the OPD Director regarding the progress of projects, tasks and the team.
- 20%** **In order to ensure that the OPD continues to effectively assist the DOJ with the development, implementation and change management of Special IT Projects, the incumbent will:**
- Manage various departmental IT Projects (e.g., Voice over Internet Protocol, Virtual Desktop Infrastructure, Department Call Center Migration).
  - Serve as the primary point of contact and manages efforts involving OPD team members. Incumbent provides regular updates to the OPD management team and OPD Director, as needed, or when requested.
  - Facilitate the consultation to the respective Project Manager, upper level management, external project team members, as well as internal project team members to ensure all tasks of the OPD are accomplished in a timely manner and deliverables are met by the assigned timelines.
  - Oversee information technology services for the OPD.
  - Function as subject matter expert, consult with and advise CJIS staff on enterprise IT projects to automate processes that are inherent to the operations of the OPD.
  - Coordinate the development of the Director's annual Technology Plan to maintain OPD's training facilities.
  - Manage the distribution of OPD equipment, while ensuring compliance with State and Departmental rules and policies.
- 15%** **In order to develop and enhance Emerging Leader and Leadership Programs, the incumbent will:**
- Collaborate with the OPD Management Team to design and deliver course curriculum to fulfill Government Code § 19995.4 requirements for newly appointed leaders and ongoing leadership training.
  - Conduct courses using varied training techniques to increase employee interest and participation.
  - Work with the OPD Management Team to collaborate with subject matter experts and DOJ leadership on developing and presenting courses on specific departmental needs.
- 5%** **In order to ensure that the OPD effectively communicates and represents itself, the incumbent will:**
- Oversee the administration of the OPD website including, but not limited, to monitoring, tracking and ensuring that content updates are completed accurately and timely.
  - Provide reports to the management team and make recommendations for improvements.

- 5% **In order to maintain an accurate reporting to the State Controller’s Office (SCO) for issuance of correct payroll warrants of subordinate staff’s time through the use of the JUS-634 in accordance with DOJ policies and guidelines, MOU provisions, and SPB or DPA laws and rules, incumbent will:**
- Grant or deny subordinate staff requests for time off or requests to work overtime.
  - Ensure subordinate staff have sufficient leave credits available for the leave requested
  - Approve JUS-634s for subordinate staff on dock or AWOL on or before the designated State Controller’s Office (SCO) semi-monthly or monthly payroll cut-off date. This is to ensure the correct issuance of a SCO warrant for payday.
  - Approve or disapprove JUS-634s for subordinate staff within three working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee.

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*I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)*

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Employee Signature

Date

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Supervisor Signature

Date

08/2018

