### DIVISION Codes and Standards
- **UNIT**: Mobilehome Parks/Employee Housing Section
- **POSITION NUMBER**: 401-840-4800-xxx
- **CLASSIFICATION**: Staff Services Manager I

**LOCATION**
- 2020 West El Camino Avenue
- Sacramento, CA 95838

**WORKING TITLE (IF APPLICABLE)**
- Program Manager

**EFFECTIVE DATE**
- May 1, 2019

**SUPERVISOR CLASSIFICATION**
- Assistant Deputy Director

**WORKING TITLE (IF APPLICABLE)**
- Vacant

**INCUMBENT**
- Vacant

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You are a valued member of the Department’s team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department’s mission.

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### GENERAL STATEMENT

Under the general direction of the Assistant Deputy Director (ADD), the Staff Services Manager I (SSM I) is responsible for the management and development of the Division’s Mobilehome and Special Occupancy Parks and Employee Housing programs and activities associated with the enforcement of applicable State and Federal laws and regulations.

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<tr>
<th>% of the Time</th>
<th>ESSENTIAL FUNCTIONS</th>
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<tr>
<td><strong>35%</strong></td>
<td>Provide guidance, technical analysis, and interpretation of complex issues involving laws, regulations, codes and standards relevant to Mobilehome and Special Occupancy Parks, and Employee Housing programs to the program specialists, supervisors, managers and upper management. Develop, amend, and maintain the program’s regulations, field and administrative procedures and manuals, and resolve operational problems. Develop and provide interpretations of each program’s regulations for the department, other governmental entities, and the general public. Provide technical analysis in response to legislative proposals affecting the programs and prepare legislative proposals to improve the program’s effectiveness.</td>
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<tr>
<td><strong>30%</strong></td>
<td>Plan, direct, organize, evaluate, and monitor the work of the Mobilehome Parks, Special Occupancy Parks, Employee Housing Programs administrative staff. Provide direct supervision following personnel policies and procedures; oversee the analysis, evaluation, and reporting of performance, staffing, and budget/fiscal data regarding the level of performance and use of resources in programs; make recommendations for continuous improvement or remedial action as needed; oversee the administration of personnel matters for program, such as hiring, probation reports, annual reviews/Individual Development Plans, and performance evaluations. Provide technical assistance to Area Supervisors and Management staff relating to implementation of program objective, policies, processes and procedures.</td>
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<td><strong>15%</strong></td>
<td>Represent the Department at public meetings as subject-matter expert and represent the State of California on technical committees and through membership in code development groups and agencies. Represent the Department in the most difficult and technical aspects while maintaining good and effective liaison with the public.</td>
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Monitor programs budgets and their implementation. Oversee the development and maintenance of reporting systems of program activities, expenditures, labor distribution, backlogs, etc., for programs management and use by the Division's management.

Develop or review and approve program correspondence to both staff and the public and suggest and develop replies for upper management concerning complex issues relating to laws, regulations, codes, standards, policies and enforcement. Develop Information Bulletins, Staff Memorandums and correspondence for dissemination of Division policy, interpretations and legislative or regulatory changes and assures that staff, government, industry, and the public are informed of changes in law or regulation.

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<th>% of the Time</th>
<th>MARGINAL FUNCTIONS</th>
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<td>5%</td>
<td>Plan, organize, and direct special projects assigned to support the programs overseen by the incumbent.</td>
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**ADDITIONAL INFORMATION**

**Physical Requirements:** The position requires the ability to sit for extended periods of time; manual or finger dexterity required for keying at a computer; sight and hearing is necessary.

**Working Conditions:** Working conditions include predominately an indoor environment consisting of indoor fluorescent lighting, building ventilation, enclosed offices and cubicle workstations. Some in-state travel and out-of-state travel is required of the incumbent on an occasional basis.

**Supervision Received:** This is a middle management position that receives general direction from the ADD, and occasionally, the Deputy Director as needed.

**Supervision Exercised:** The incumbent exercises direct supervision over analytical and technical staff.

**Administrative Responsibilities:** The incumbent has overall responsibility for the implementation of the Division’s Mobilehome Parks, Special Occupancy Parks, and Employee Housing Programs all having statewide application.

**Personal Contacts:** The incumbent will have close daily contact with the senior managers, program managers and other managers throughout the Division and Department. The incumbent will receive contact from legislators or their representatives, local government officials, industry representatives, federal government officials, the general public and various advocacy groups.

**Consequence of Action:** The incumbent has overall responsibility for the implementation of the Division’s Mobilehome Parks Special Occupancy Parks, and Employee Housing Programs having statewide application. Failure to carry out the program-mandated activities can result in substandard conditions that pose financial harm or a hazard to the homeowners, or public at large. Hazards can take the form of, including but not limited to, fires, explosion, or electrocution. Should the regulations, manuals or procedures become outdated or the staff untrained, the result could eventually have an adverse impact on both the manufactured and labor housing industry and the general public.

**Other Information:** The incumbent must have the ability to prepare effective research and analytical
reports, formulate and advocate policies, procedures and regulations for division programs, administer a technical housing standards program, effectively supervise the work of others, and effectively contribute to the Department’s upward mobility objectives.

**EMPLOYEE STATEMENT**
I have discussed the duties and responsibilities of the position with my supervisor. I certify that I am able to perform the essential functions listed with or without reasonable accommodation.

I understand that I may be asked to perform other duties as assigned within my current classifications including work in other functional areas as business needs require.

Employee Signature: ___________________________________________ Date: ____________

**SUPERVISOR STATEMENT**
I certify that I have discussed the duties and responsibilities of the position with the employee.

Supervisors Signature: ___________________________ Date: ____________

**Equal Employment Opportunity:** All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.