

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

<b>Employee Name</b>	<b>Classification Name</b>	<b>Position Number</b>	
	Staff Services Manager I (Spec)	326-100-4800-XXX	
<b>Division/Unit</b>	<b>Date</b>	<b>Prior Incumbent</b>	<b>Prior Pos. # (if applicable)</b>
Executive Office			

**SUMMARY OF RESPONSIBILITIES**

Under the general direction of the Deputy Director of Executive Programs, the Staff Services Manager I (Specialist) serves as the Outreach and Education Specialist for the Department of Fair Employment and Housing (DFEH). Duties include, but are not limited to, the following:

**ESSENTIAL FUNCTIONS:**

**35% Outreach and Education**

Work with executives/managers/staff from DFEH and other organizations to develop outreach initiatives, including joint outreach activities, symposia, and other events. Serve as lead to oversee and coordinate outreach/training activities, including facilitate and oversee involvement of executives/managers/staff from DFEH and outside entities, develop materials, coordinate logistics, and develop and manage contracts; conduct research in support of departmental initiatives, including on the most effective means of outreach in various communities based on the experiences of other groups/organizations and any studies as well as other topics.

Develop and manage our library of outreach/training materials. Maintain outreach/training materials on website and intranet and ensure they remain well organized; oversee process to develop new outreach/training materials and to keep outreach/training materials up-to-date.

Ensure outreach calendar is kept up-to-date. Coordinate with speakers and event organizers; handle all logistics associated with outreach/training; and provide outreach/training presentations to speakers for editing and re-use.

**20% Statewide Training Plan**

Develop and oversee the implementation and maintenance of a Statewide Training Plan for all state departments and employees with regard to civil rights issues and the responsibilities placed on State departments as employers. Identify training needs based on analysis of DFEH data and legal and regulatory requirements; identify internal capacity and expertise; determine priorities for training; incorporate best practices for training; and coordinate with executives/managers/staff at DFEH and CalHR as well as DFEH internal training unit. Develop policies, procedures, templates, educational materials, etc. to implement new laws and initiatives.

15% **FEH Council Support**

Staff the FEH Council. Manage all logistics for Council meetings in accordance with the Bagley-Keene Open Meeting Act. Create and post agendas and materials; assemble regulatory packages and other meeting materials; draft meeting minutes; create and maintain follow-up system for action items; and manage contracts.

15% **Communications/Reports/PRA Requests**

Serve as a back-up to the Deputy Director for Communications. Respond to requests from the media and others; work with PRA Coordinator to ensure appropriate information is provided in accordance with the DFEH PRA policy; provide required daily and weekly reports to the Business, Consumer Services and Housing (BCSHA) Agency, and respond to requests from the BCSH.

Develop the Department's annual report to the legislature and other reports and materials. Develop and track the overall plan for completing the projects; determine where to find needed information; manage the project team and ensure members of the team provide data/content as needed; develop outlines; write and compile text; and edit and proofread reports to ensure accuracy, consistency, and readability.

Draft, edit, and proofread documents, reports, and other information on behalf of the Director, Chief Deputy Director, and Deputy Director of Executive Programs.

10% **Webmaster/Social Media**

Serve as the DFEH Webmaster. Ensure overall content on the Internet and Intranet is accurate and up-to-date; ensure DFEH Facebook page is kept up-to-date by posting on an ongoing basis to Facebook and monitoring comments for compliance with our Social Media policy; use DFEH Twitter account to tweet out DFEH news on an ongoing basis.

**MARGINAL FUNCTIONS:**

5% Perform other duties as assigned.

**Desirable Qualifications:**

- Ability to exercise a high degree of initiative, independence of action, and originality.
- Ability to work well under pressure, meet deadlines, and adapt to changing priorities.
- Ability to multi-task and track projects and assignments.
- Exceptional tact and the ability to demonstrate good independent judgment.
- Excellent communication, writing, research, and analytical skills.
- Excellent organizational skills.
- Ability to perform completed staff work and pay attention to detail.

**Special Personal Characteristics:**

Demonstrated ability to act independently and be open-minded, flexible and tactful; exceptional organizational skills; demonstrated program development and implementation. Ability to plan, organize, conduct and evaluate training programs and implement changes as necessary; read, write and speak effectively to convey information to others; gain and maintain the confidence and

cooperation of those contacted during the course of work; work effectively as a leader or member of a team and with other professionals; complete all tasks in a detailed manner and organize and maintain files, projects, materials, etc.; recognize problems, develop solutions and adopt an effective course of action; adapt to changing priorities, technology and procedures; accurately maintain one's own schedule and manage one's time; manage multiple tasks and priorities and meet due dates timely and accurately; use Microsoft Word, PowerPoint; Outlook, Excel and Adobe Acrobat.

**Work Environment, Physical, or Mental Abilities:**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation:

- Requires ability to communicate diplomatically, directly and professionally with co-workers and members of the public.
- Requires ability to effectively handle stress of multiple demands and deadlines, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 7 to 8 hours per day.
- Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 7 to 8 hours per day.
- Requires punctual and regular attendance.
- Requires travel to conduct on-site meetings.

**Supervision Received:**

The Staff Services Manager I (Specialist) receives general supervision from the Deputy Director of Executive Programs and may receive direction from the Director and Chief Deputy Director.

**Supervision Exercised:**

None.

**Personal Contacts:**

The SSM I has daily contact with internal and external Executive and senior level staff; departmental management and staff; federal, state, and local government management and staff; external representatives of public, private, and community-based organizations; and the general public.

**Actions and Consequences:**

The SSM I must adhere to all applicable laws, rules, regulations, policies, and procedures. The SSM I interacts with a wide range of internal and external personnel and representatives of public, private, and community-based organizations. The SSM I must appropriately communicate information. This is a sensitive position and may be responsible for and exposed to

time-sensitive and confidential documents or information. Failure to use good judgment in use of the information could result in an adverse impact on the Department.

I have read and understand the duties as described above. I meet the job requirements as described above and am capable of performing the essential functions with or without a reasonable accommodation.

\_\_\_\_\_  
Employee's Signature      Date

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Supervisor's Signature      Date