

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

Employee Name	Classification Name	Position Number
Vacant	Staff Services Manager II (Supervisory)	326-203-4801-002
Division/Unit	Date	Prior Pos # (if applicable)
Enforcement/Development & Training Unit		326-105-4801-001

SUMMARY OF RESPONSIBILITIES

Under the direction of the Deputy Director of Enforcement the Staff Services Manager II (Supervisory) (SSM II) is responsible for the development and implementation of the training program for the Enforcement Division. The incumbent oversees the establishment of and revision of Enforcement Division policy and procedural manuals and performs a variety of complex, high level training and policy development functions and tasks.

Description of Essential Functions:

- 30% Develop, direct, and conduct training for the Department's Enforcement Division statewide; interface effectively with those within the unit and department as well as with community groups and the Enforcement Division's federal partners. Oversees staff in the coordination, research, development, design, revision, implementation and evaluation of training curricula, learning objectives, training materials, visual aids, and interactive instructional methods.
- 30% Represent the Department as a training expert in the training analysis, design, development, implementation and evaluation covering a wide variety of topics relative to the Enforcement Division using standardized methodology and current adult learning theory and practices. Promote and support the practice of Fair Employment and Fair Housing principles; prepare for and serve as a departmental speaker at public forums and seminars. Oversees the development of outreach materials.
- 20% Establish and/or revise Enforcement Division policy and procedural manuals. Recommends and drafts policy changes applicable to the Enforcement Division, ensures training policies align with applicable laws, rules, and regulations.
- 10% Serve as direct consultant to the Chief of Enforcement on training matters and provide program direction and consultation; effectively and creatively develop and utilize management and organization resources toward establishing comprehensive long-range training programs. Oversees maintenance of all records of training and speaking engagements for the unit.
- 10% Conducts performance evaluations and participates in recruiting and hiring staff; monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters. Performs other staff work as assigned. Performs other staff work as assigned.

Special Personal Requirements

Demonstrated ability to act independently and be open-minded, flexible and tactful; exceptional organizational skills; demonstrated program development and implementation. Ability to supervise staff who plan, organize, conduct and evaluate training programs and implement changes as necessary; train individuals of varying skill levels; 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 training professionals; complete all tasks in a detailed manner and organize and maintain large amounts of files, projects, materials, etc.; recognize problems, develop solutions and adopt an effective course of action; effectively work with difficult or uncooperative individuals; adapt to changing priorities, technology and procedures; accurately maintain one's own schedule and manage one's time and the time of others; manage multiple tasks and priorities and meet due dates timely and accurately; develop and evaluate potential solutions to problems; 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, with or without a reasonable accommodation, to successfully perform the essential functions of the job.

- Requires ability to communicate diplomatically and professionally with subordinate staff, co-workers and members of the public.
- Requires daily use of a personal computer and related software applications at a workstation.
- Requires ability to effectively handle stress and work in a noisy and fast-paced environment.
- Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks.
- Requires prolonged use of a workstation for 6.5 to 7 hours per day.
- Requires dependability and excellent attendance record.
- Willingness to work irregular hours and to travel widely within an assigned area.

Supervision Received:

The SSM II (Supervisory) receives general supervision from the Deputy Director of Enforcement and may receive direction from the Chief Deputy Director.

Supervision Exercised:

The SSM II (Supervisory) is the principal supervisor of Staff Services Analysts (SSAs), Associate Government Program Analysts (AGPAs), and a Fair Employment and Housing Consultant III (Specialists).

Personal Contacts

The SSM II (Supervisory) has daily contact with departmental management and staff and with external representatives of public, private and community-based organizations.

Actions and Consequences

The SSM II (Supervisory) must adhere to all applicable laws, rules, policies and procedures, including, but not limited to, the Department's Regulations, Enforcement Directives, Administrative Manual, Supervisor's Manual, and any directions received from Departmental management personnel. The SSM II (Supervisory) interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, and with external representatives of public, private and community-based organizations. The SSM II (Supervisory) must appropriately communicate information of a sensitive nature. 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 that information could compromise the privacy of Department staff.

I have read and understand the duties as described above for the SSM II (Supervisory). 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

Supervisor's Signature

Date