

Business, Consumer Services, and Housing Agency
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING
JOB OPPORTUNITY BULLETIN

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

UNIT/LOCATION: Enforcement Division - Elk Grove Housing Unit

CLASSIFICATION: Staff Services Manager I – JC 139749

SALARY: \$5,917.00 - \$7351.00

FINAL FILING DATE: January 15, 2019

The Department of Fair Employment and Housing is recruiting for a Staff Services Manager I in the Enforcement Division's Elk Grove Housing Unit.

The incumbent performs a variety of tasks under the supervision of the District Administrator (Staff Services Manager II) with minimal oversight and substantial authority. The Staff Services Manager I (SSM I) serves as a representative of the Department and must exercise good judgment in all interactions with the public by conducting him/herself in an effective and professional manner. The SSM I functions as the lead in a supervisory capacity, coordinating and planning case processing. Duties include, but are not limited, to the following:

ESSENTIAL FUNCTIONS:

Supervises case processing and investigative functions in the District Office, which includes formal and informal case reviews with Staff Services Analyst (G)/Associate Governmental Program Analysts (SSA/AGPA) and Fair Employment and Housing (FEH) Consultant I/II's. Responsible for the quality and quantity of the work product resulting from case processing and intake. Monitors case processing functions to ensure compliance with departmental requirements and our work-sharing agreement with the U. S. Department of Housing and Urban Development. Reviews investigative work sheets and plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases. Responsible for the proper drafting of charges and service of notices, ensuring that consultants' intake notes are adequate. Monitors complaints not accepted for filing to ensure appropriate judgment was exercised by the intake SSA/AGPA. Handles sensitive issues and complaints from the public.

Reviews and approves referrals to the Legal Division for the filing of civil complaints; reviews and approves discovery documents; reviews case processing statistics to identify problems/inefficiency; supervises intake; reviews complaints and supplemental information requests; and coordinates/consults with Legal and Mediation Division staff regarding cases.

Attends monthly case grading meetings with Legal Division staff and ensures that the SSA/AGPAs identify the appropriate number and quality of cases for case grading and are prepared to present the cases at case grading. Monitors entries in Cal Civil Rights System to ensure accurate and thorough entries by SSA/AGPAs and FEH Consultant I/II's. Conducts monthly aged case meetings to ensure timely investigation of cases.

Responsible for the timely and professional processing of an investigative caseload of sensitive and complex matters. Typically, the SSM I may carry a caseload of up to 30 cases.

Addresses complaints and information requests from internal and external sources, including Department managers, complainants, respondents and/or their attorneys/representatives, the general public, other government agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances, assists in community dispute resolution, and assists other staff in dealing with non-compliant respondents and attorneys. Assesses training needs, and develops and disseminates training materials. Oversees training and staff development, including but not limited to new employee orientation, staff meetings, coordinating training provided by Legal Division staff.

Conducts performance evaluations and participates with the District Administrator in recruiting and hiring staff; monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters; completes monthly/quarterly and audit reports; monitors and adjusts SSA/AGPA caseloads.

Marginal Functions:

Represents the Department to the public, serves as a liaison to other governmental agencies and community groups, completes public speaking engagements and attends community meetings, as assigned. Responds to queries from the public regarding departmental activities. Performs other duties appropriate for the class, as assigned.

Supervises clerical staff; oversees clerical support functions. Oversees District Office plans for energy conservation and emergency preparedness; establishes and monitors office systems.

DESIRABLE QUALIFICATIONS:

- Experience managing or acting in a lead capacity for, but not limited to:
 - Demonstrated experience providing or experience assisting with training and staff development.
 - Demonstrated understanding of the progressive discipline process.
 - Demonstrated experience managing or reviewing the work of others.
- Experience conducting investigations and/or analysis that require both gathering facts and then applying legal standards to the evidence.
- Experience analyzing, interpreting and implementing performance standards required by statute, federal grants, or internal policies/priorities.
- Experience/knowledge of case management.
- Experience with computer programs such as Word, Excel, and other database/spreadsheet programs.
- Ability to speak a second language (bilingual or American Sign Language preferred, but not required).

WHO SHOULD APPLY:

Applicants must be reachable on a current employment list for this classification (for quick access to the examination bulletins, please visit www.dfeh.ca.gov/Careers.htm), or be a current or former State employee with transfer or reinstatement eligibility for this classification. Appointment is subject to SROA and State surplus policies. Surplus candidates must submit copy of surplus status letter. All applicants must clearly indicate their basis for eligibility on the State application (STD 678). Applicants will be screened and those best qualified will be interviewed. The screening criteria are based on the Desirable Qualifications noted above. Please ensure that your cover letter, application and/or resume reflect these criteria.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the Classification Title you wish to review. In addition, please attach all required supporting documents (i.e. transcript/diploma, license and/or required certificate) to your application.

SEND COMPLETED STATE APPLICATION (STD 678) TO:

Department of Fair Employment and Housing
ATTN: Human Resources – Cristina Granado
2218 Kausen Drive, Suite 100
Elk Grove, CA 95758
(916) 585-7125 TTY (800) 200-2320

Issue date: December 31, 2018

Position #: 326-279-4800-001

RPA#: 19-082