STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY

INSTRUCTIONS: Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.	RPA-11154-EO	EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Executive Office	POSITION NUMBER (Agency - Unit - Class - Serial) 306-100-4801-XXX
UNIT NAME AND CITY LOCATED Executive Office – West Sacramento	CLASS TITLE Staff Service Manager II - Specialist
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 – 3rd Street, 8th floor
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

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 PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

The Staff Services Manager II (SSM II), reporting to the Executive Office, Directorate, and working closely with DGS Executive Management, is required to expertly, plan, manage and be responsible for the operation of the General Services Workgroup (GSW), whose membership includes agency deputy secretaries, chief deputy directors, and deputy directors from other state agencies and departments; plan and conduct focus groups in coordination with OSPPR and OPA of customers and stakeholders and identify business strategies to improve service levels by providing timely, cost-effective services and products; collaboratively develop a departmental strategic communication plan; and serve as subject matter expert and facilitator for change management initiatives; establish and analyze program performance metrics, and perform special projects for the Directorate.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
30%	**ESSENTIAL FUNCTIONS** The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS) and the published directives within the State of California's statutory, regulatory, policy and procedural requirements. In order to assist with the department's appropriate and efficient provision of centralized services to state agencies, most state departments, and the Legislative and Executive Branches: • Manage the operations of the GSW, which includes working with DGS divisions and offices to recommend and develop new or changing policy directives and/or process changes, prioritize and calendar Strategic Planning objectives for GSW review. • Coordinate and analyze policy and or procedural amendment proposals originating from state departments for any impacts on services, develop recommendations to address those impacts and relay findings through the GSW review cycle. • Provide status and impact reports to the Directorate. • Provide direct support to GSW, including the oversight of agenda topics, assignment of follow up tasks, and serving as DGS' central point of contact for GSW in the communication of any changes, concerns, and or issues.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
30%	• Act as the communication expert by assigning project tasks to members and ensuring the information gathering and data analysis are performed and relayed to all concerned parties in an efficient and timely manner. • Prepare concept papers, requiring extensive research into State policy, procedure, and performance data for consideration by GSW membership. In order to assist the Directorate with statewide and multi-departmental organizational strategic direction, performance evaluation and program implementation based upon recommendations of the GSW: • Develop and implement a communication plan to ensure policy, directives, and process changes ore communicated to all internal staff, involved agencies and external departments are kept aware and updated on any changes to their operation. • Work with OSSPR staff to incorporate the strategic communication plan into the DGS Strategic Plan and update the communication plan on an on-going and as-needed basis. • Develop, implement and monitor the DGS communication plan involving statewide DGS offices, GSW members and the Directorate feedback. • Work closely with DGS managers, supervisors and staff to ensure detailed and comprehensive input by DGS divisions on behalf of the Directorate and ensure departmental communication needs (content, frequency, channels, etc.) are incorporated. • Develop program specific performance management tools, analysis and reporting for the Directorate and inclusion in GSW discussions. • Perform ad hoc research on best practices in public administration and present recommendations to the Directorate and DGS managers to enhance strategic initiatives and decision making.
30%	In order to assist the Directorate in ensuring that significant changes in statewide performance measures, policy, and processes are handled appropriately and positively enhance the department's programmatic outcomes: • Serve as the department expert on organizational change management and create, establish, and implement change management activities, initiatives and programs for the department. • Provide training and guidance and facilitation services to DGS management on change management and related best practices. • Work with DGS divisions and offices to identify change management related issues proactively and develop strategies and recommendations to resolve any issues. • Represent the Directorate's office as a subject matter expert (SME) on business process reengineering efforts.
10%	In order to perform all functions competently and work cohesively with the Directorate and DGS management: • Review, analyze and make recommendations on reports and studies submitted to the Directorate. • Complete other special projects for the Directorate as needed. • Plan and prioritize Directorate office GSW activities. • Participate in in upper management level meetings, including making presentations. • As a member of a multi-disciplinary team, perform other duties as required to ensure successful implementation of the DGS Strategic Plan. **<u>KNOWLEDGE, SKILLS AND ABILITIES</u>** *<u>Knowledge of</u>*: Principles, practices, and trends of public administration, including management, organization,

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
	planning, facilitation, change management, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; State level policies and procedures relating to general Administrative Functions; the Department's goals and policies; Department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives. *Ability to:* Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives. **DESIRABLE QUALIFICATIONS** • Communicate clearly, diplomatically and effectively, both orally and in writing. • Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful. • Excellent facilitation skills. • Expertise in change management. • Excellent customer service and communication skills (written and verbal). • Establish and maintain effective professional working relationships agency-level executives, executive management, and staff. • Strong organizational and leadership skills. • Ability to adjust to evolving priorities and challenges. • Experience providing leadership, advice and direction to staff, executive management and departmental staff. • Extensive experienced in business process reengineering, strategic planning, performance measurements, and program evaluation. • Thorough understanding of the statutory and regulatory processes and resources, the State Administrative Manual, and State budgeting methods. • Previous experience working at the departmental level interacting with executives and staff. • Represent the department both within and outside the organization and gain support for departmental goals. • Willingness to accept new and increasing responsibilities with minimal direction. **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES** • Appropriate attire for an office environment. • Requires ability to effectively handle stress and meet deadlines. • Daily use of a personal computer, environment related application software, peripherals, and calculator at a workstation. • Requires effectiveness in completing assignments having frequent deadlines and changing priorities.