

**DUTY STATEMENT**

GS 907T (REV. 03/03)

**SHADED AREA FOR HUMAN RESOURCES ONLY**

**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Preparation and Construction Manual for Instructions

RPA-

**11484 - OBAS**

EFFECTIVE DATE:

1. <b>DGS OFFICE OR CLIENT AGENCY</b> Office of Business and Acquisitions (OBAS)	POSITION NUMBER (Agency - Unit - Class - Serial)
2. <b>UNIT NAME AND CITY LOCATED</b> Business Services Section	3. <b>CLASS TITLE</b> Staff Services Manager I (SSMI)
4. <b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8a.m. to 5.p.m.	5. <b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, 2 <sup>nd</sup> Floor
6. <b>PROPOSED INCUMBENT (If known)</b>	7. <b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-030-4800-925

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.

**8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Staff Services Manager II, the incumbent provides day-to-day oversight and direction to three Associate Governmental Program Analysts and one Office Technician. The incumbent also promotes excellent customer service and directs the implementation of increasingly efficient processes. This unit will be the Financial Information System for California (FI\$Cal) transition team for OBAS.

9. Percentage of time performing duties	10. 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. <i>(Use additional sheet if necessary)</i>
	<p>The Department of General Services (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p>All work is to be accomplished in accordance with the guidelines of the Department of General Services (DGS), Administration Division (AD), Office of Business and Acquisition Services' (OBAS), utilizing Strategic Plans, DGS, OBAS and Contract Services Section (CSS), Policy Manuals and Memorandums; divisional policies as applicable for acquisitions related to specific programs; the Real Estate Services Division's (RESD) General Conditions for the Course of Construction (RGC), the State's General Terms and Conditions (GTC), and published directives within the Government Code (GC), Public Contract Code (PCC), California Code of Regulations (CCR), State Administrative Manual (SAM), State Contracting Manual (SCM), Purchasing Authority Manual (PAM), Civil Code (CC), Labor Code (LC), Business and Professions Code (BPC), Administrative Orders and Executive Orders.</p> <p><b>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the marketing of, governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment and annually thereafter. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</b></p>

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

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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**12. 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 to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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	<p><b>ESSENTIAL FUNCTIONS (continued)</b></p> <p>Under the general direction of the Business Services Section (BSS), Staff Services Manager II, the SSMI provides direct supervision, training and performance evaluations for office staff that consists of three Associate Governmental Program Analysts and one Office Technician. The FISCAL analysts are responsible for administering training to all OBAS contract analysts.</p> <p>35% In order to meet the department's FISCAL goals and objectives, and oversee the ongoing training of OBAS contract analysts, the incumbent will:</p> <ul style="list-style-type: none"> <li>• Coordinate, direct and delegate the FISCAL workload through subordinate staff in order to ensure the efficient application of resources and to provide quality services by utilizing effective management/supervisory skills/tools</li> <li>• Assist in developing, implementing and communicating unit goals, objectives and expectations of the FISCAL Support Team</li> <li>• Assign workload to subordinate staff and provide comprehensive expectations on assignments, tasks and desired outcomes</li> <li>• Coordinate with the SSMII to develop and implement new procedures and policies as it relates to the unit</li> <li>• Provide on-the-job training, methods, priorities and deadlines and approve formal training necessary to perform tasks effectively</li> <li>• Perform thorough review of FISCAL training prior to execution for content, accuracy and conformance to the applicable laws and regulations</li> <li>• Ensure that contract processing policies and procedures are followed while adhering to FISCAL rules and regulations</li> <li>• Participate in and provide input at management team meetings and relay information and directives to staff both verbally and in writing</li> <li>• Ensure staff compliance with record retention pursuant to record retention schedules</li> </ul> <p>30% In order to support OBAS contract sections, and provide complex FISCAL administrative functions and to promote effective communications both verbally and written with those contacted while conducting business, the incumbent will:</p> <ul style="list-style-type: none"> <li>• Attend and participate in meetings and briefings with contracts and program staff to establish and maintain cooperative working relationships and to ensure that FISCAL training and communication is effective and efficient</li> <li>• Confer with OBAS management and program staff on FISCAL processes and procedures</li> <li>• Interact with OBAS management as well as members of various programs</li> <li>• Represent the Unit when meeting with program to troubleshoot issues that become a barrier regarding FISCAL</li> <li>• Attend FISCAL forums, meetings and training seminars to keep abreast of current State contracting laws and regulations, policies and procedures</li> <li>• Participate in and coordinate materials for conducting FISCAL forums, meetings and training seminars for customers</li> </ul> <p>20% In order to ensure customers are satisfied with customer service provided by the FISCAL staff, the SSMI actively participates and takes responsibility for the following:</p> <ul style="list-style-type: none"> <li>• Communicate directly with program staff to address issues and challenges working to a goal of satisfactory solution</li> <li>• Coach and mentor staff on customer service best practices, lessons learned and actively cultivate a customer service oriented atmosphere within the office</li> <li>• Address any customer complaints regarding the FISCAL training process or the FISCAL OBAS coordinator</li> </ul>

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10%	<p><b>ESSENTIAL FUNCTIONS (continued)</b></p> <p>In order to effectively supervise, direct and develop staff in accordance with CalHR and the State Personnel Board (SPB) laws and rules, Bargaining Unit Agreements guidelines, DGS policies and guidelines and the Department's Equal Employment Opportunity goals, the incumbent will:</p> <ul style="list-style-type: none"> <li>• Advise employees regarding various personnel programs and policies/procedures regarding various subjects, including but not limited to, Employee Assistance Program, Family Medical Leave Act, and policies regarding sexual harassment, workplace violence, and discrimination</li> <li>• Approve/disapprove Merit Salary Adjustments and alternate ranges changes</li> <li>• Prepare probation reports and Individual Development Plans (IDP)</li> <li>• Identify performance expectations utilizing probationary reports and/or IDPs and convey expectations to employees via written and verbal communication/direction</li> <li>• Provide training opportunities for staff in all skills necessary to perform assigned tasks effectively and efficiently. Provide staff development, coaching and mentoring</li> <li>• Encourage staff participation in departmental training for upward mobility and career development purposes</li> <li>• Administer the Constructive Intervention Process by following established guidelines and coordinating with the Constructive Intervention Unit</li> <li>• Participate in the recruitment and hiring process for section vacancies following the department's hiring process per the Personnel Operations Manual procedures including but not limited to: develop screening and selection criteria, review and screen applications, conduct interviews, make a selection, verify eligibility and reference check, secure departmental approvals, make job offer and secure appropriate medical clearances/pre-hiring requirements (documents), and determine proposed start date</li> <li>• Provide input to create and/or revise duty statements by working with the Personnel Liaison to insure duties are accurately depicted</li> <li>• Provide an injured employee with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301) and completes the SCIF Occupational Injury Report (SCIF 3067)</li> <li>• Apply supervisory principles and requirements, obtaining guidance from management as needed to make critical decisions</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• Develop OBAS FISCAL training data base working with the information technology staff in order to implement and monitor the changes</li> <li>• Assist in the preparation, implementation and administration of the FISCAL organizational strategic plans and business plans by using strategic planning methodologies, evaluating and identifying operational needs, developing goals and objectives to meet them and ensuring the plans are in alignment with the Departmental Strategic Plan</li> <li>• Act for the SSMII in their absence or provide assistance to the SSMII as required by attending meetings, making decisions, signing documents, and reporting urgent matters to management and briefing upon their return to the office</li> <li>• Coordinate and oversee the request for Public Records in compliance with applicable laws and policies</li> </ul>

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	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity objectives; and a manager's role in the Equal Employment Opportunity and the processes available to meet affirmative action objectives.</p> <p>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; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's Equal Employment Opportunity objectives.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <p>Journey level knowledge of, State Contracts Manual, State Administrative Manual, and applicable State and Federal laws and regulations</p> <ul style="list-style-type: none"> <li>• Ability to work with a wide range of classifications and skill levels</li> <li>• Strong analytical skills</li> <li>• Strong verbal and written skills</li> <li>• Work well independently and in a team environment</li> <li>• Ability to speak and write effectively and perform with a high degree of independence</li> <li>• Ability to establish and maintain cooperative working relationships with managers and staff at all levels</li> <li>• Knowledge of administration, supervisory practices including personnel and equal employment opportunities</li> <li>• Effective skills in using Microsoft Office products, specifically, Word, Excel, Access, PowerPoint, and Project</li> <li>• Effective skills in using Oracle Activity Based Management System (ABMS)</li> </ul> <p><b>ADDITIONAL DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the supervisor's role in public relations</li> <li>• Knowledge in the principals and practices of sound management of fiscal resources</li> <li>• Knowledgeable in the goals and policies of the state administration and the DGS</li> <li>• Ability to plan, supervise, direct and coordinate the work of a multidisciplinary staff</li> <li>• Ability to develop and utilize all available resources</li> <li>• Willingness and ability to promote and be accountable for customer satisfaction and quality service</li> <li>• Ability to initiate or recommend changes that promote innovative solutions to meet customer needs</li> <li>• Knowledge of use of management information systems</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Communicate in a clear and concise manner</li> <li>• Communicate confidently and courteously to a diverse community</li> <li>• Receive, follow and relay written and verbal direction in accordance with administration and department's policy</li> </ul>

# DUTY STATEMENT

GS 907T (REV. 1/98)

9. Percentage of time performing duties	10. 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. <i>(Use additional sheet if necessary)</i>
	<p><b>WORK ENVIRONMENT:</b></p> <ul style="list-style-type: none"><li>• Appropriate attire for professional office environment</li><li>• Work in a climate-controlled open office with artificial and natural light. The building temperature will fluctuate due to periodic problems with the heating and air conditioning.</li><li>• Daily use of PC and related software applications at a workstation in a cubicle environment</li></ul> <p><b>PHYSICAL ABILITIES:</b></p> <ul style="list-style-type: none"><li>• Travel statewide as needed</li><li>• Ability to lift up to 25 pounds</li><li>• Ability to sit for long periods of time using a keyboard, video display terminal and related software applications</li></ul> <p><b>MENTAL ABILITIES:</b></p> <ul style="list-style-type: none"><li>• Function effectively in an automated and ever changing environment</li><li>• Ability to organize and prioritize large volumes of varied documents</li><li>• Multitask, meet deadlines and adjust to changing priorities</li></ul>