

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-

12104 - OSP

EFFECTIVE DATE:

10/01/2016

DGS OFFICE OR CLIENT AGENCY Office of State Publishing	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Fulfillment Services - Sacramento	CLASS TITLE Staff Services Manager I
WORKING DAYS AND WORKING HOURS Monday through Friday 7:00 a.m. to 4:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 344 North 7 th Street, Sacramento, CA 95811
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 307-500-4800-001

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

Under general direction of the Program Manager, Printing Services, the Fulfillment Services Manager will manage, supervise, and oversee the responsibilities, tasks of staff activities within the Fulfillment Center. The Fulfillment Services Manager will sustain, enhance, and ensure quality Fulfillment Services to all customers. The Fulfillment Services Manager will also provide employee supervision; and serve as backup during the absence of the Program Manager.

% 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. <i>(Use additional sheet if necessary)</i>
30%	<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>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p><u>SPECIAL REQUIREMENTS</u></p> <p><u>Background Evaluation</u> This position requires Background investigation clearance</p> <p>The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS), Office of State Publishing's (OSP) Policy Manual and the following published directives with the State statutory, regulatory, policy and procedural requirements; State Administrative Manual, and all management and supervisory policies and procedures.</p> <p><u>ESSENTIAL FUNCTIONS</u></p> <p>In order to manage, supervise, direct and organize the Fulfillment Center by providing professional and personal attention by following DGS and OSP policies and procedures:</p> <ul style="list-style-type: none"> • Make recommendations as appropriate by providing guidance and planning to management in the program and technical evaluation of prospective fulfillment programs. • Recommend enhancements by meeting with key customer contacts at various levels of management regarding operational status.

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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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
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20%	<p>Essential Functions (continued)</p> <ul style="list-style-type: none"> • Research, recommend and develop new business for the fulfillment program which includes but is not limited to maintaining a current business plan. • Oversee the seamless transition and implementation phases of the Fulfillment programs. • Provide an added-value in the successful marketing of the OSP Fulfillment projects by offering guidance and oversight to customers, management and the Fulfillment Center staff. <p>In order to sustain, enhance, improve, and ensure quality Fulfillment Services for OSP contract clients and customers, the SSMI will provide the following:</p> <ul style="list-style-type: none"> • Maintain and promote positive and proactive relationships with other OSP staff and OSP's customers. • Collaborate with key OSP managers (Customer Development, Warehousing, etc.) and staff to ensure OSP clients and customers receive the best professional attention. • Manage and oversee the Fulfillment Services' program analysis, analytical reports, inventory management methodologies, integrity of program databases, procedures, and work-flow processes. • Interact with OSP on-line ordering analysts, Web store Front Administrators, Customer Development Representatives, Warehouse staff, and other staff to meet OSP's and clients' business needs on an on-going basis. • Recruit and promote new OSP Fulfillment business opportunities which may include traveling to visit other Fulfillment facilities to learn and observe other business methodologies.
15%	<p>In order to provide employee supervision in the development of customer services plans, programs and practices following office policy and directives:</p> <ul style="list-style-type: none"> • Resolve difficult customer situations by taking necessary action. • Report the results of customer satisfaction to management by developing and overseeing regularly scheduled surveys. • Communicate with customers regarding their comments and recommendations from the surveys.
15%	<p>In order to be responsible for the personnel activities of the Fulfillment Center staff and supervise the appropriate utilization of staff resources following all State and DGS managerial and supervisory policies and procedures:</p> <ul style="list-style-type: none"> • Perform the full range of supervisory duties including selecting, training, developing, evaluating and the constructive intervention of subordinate staff. • Maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time or accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the Project Accounting and Leave (PAL) system in accordance with DGS policies and guidelines, Memo of Understanding (MOU) provisions and State Personnel Board or Department of Personnel Administration laws and rules. • Grant or deny subordinate staff requests for time off or requests to work overtime. • Ensure subordinate staff has sufficient leave credits available for the leave requested. • Enter subordinate's time in PAL system, i.e., time charged to projects, leave usage, approved leave without pay (dock or NDI), absence without leave (AWOL), etc. • Approve PAL entries for subordinate staff on dock or AWOL on or before the designated SCO semi-monthly or monthly payroll cut-off date to ensure the correct issuance of a SCO warrant on pay day. • Approve or disapprove PAL entries for subordinate staff in accordance with the OSP HR PAL calendar interface dates. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee and proper billing to clients for services rendered.
15%	<p>In order to direct the development and implementation of innovative strategic business plans for the Fulfillment Center adhere to following OSP policy requirements:</p> <ul style="list-style-type: none"> • Support the OSP mission and strategic goals. • Recommend annual budget items. • Assist the OSP Budget Analyst with rates data collection, development and reconciliation for WIC, STD Forms and Fulfillment Projects. • Assist the OSP Budget Analyst with rates data collection, development and reconciliation. • Monitor and report performance results compared to standards for each strategic plan and budget

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5%	<p>item, and take necessary actions to bring costs in line with forecast.</p> <p>MARGINAL FUNCTIONS</p> <p>The Fulfillment Manager will act on behalf of the Program Manager in his/her absence in order to provide on-going administrative oversight.</p> <p>The Fulfillment Manager may participate on special projects, and assist with Health, Safety and Facility-related efforts.</p> <p>The incumbent will stay cognizant by utilizing Logic tools, employees' input in order to be aware of appropriate inventory levels, timeliness of all deliveries, personnel's workload, job satisfaction, and morale.</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles, practices, and trends of fulfillment ordering services, 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 Program and the processes available to meet the equal employment opportunity 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 objectives.</p> <p>SPECIAL PERSONAL REQUIREMENTS</p> <ul style="list-style-type: none"> • Demonstrated ability to act independently as well as a demonstrated ability to follow management instructions, open-mindedness, flexibility, and tact. <p>DESIRABLE QUALIFICATIONS</p> <p>Special Personal Characteristics</p> <ul style="list-style-type: none"> • Work extra hours as needed to meet critical work deadlines. • Use of a personal computer with basic applications, i.e. Word, e-mail, Excel and working knowledge with Adobe, Logic, Internet and E-Commerce. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Interact and communicate calmly, professionally and effectively with management, co-workers, legislators, staff, customers and the public. • Excellent communication skills, both oral and written. • Promote teamwork and be proficient and cooperative as a team member with all OSP units. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> • Accountable for providing quality customer service; and responsive in meeting the needs of the OSP. • Office environment, business dress, according to office environment. • Set a good example by consistently arriving at work on-time, and by being accountable for working a full 8-hour work day. • Arrive to scheduled meetings on-time, fully prepared, utilizing only the scheduled meeting time.

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	<ul style="list-style-type: none"> • Be professional and an effective listener and be responsive to the needs of the OSP sections. • Be supportive of others and promote their personal growth. • Overtime may be required due to job requirements such as but not limited to the Governor's Budget, the Legislature and contractual client obligations during peak period work loads. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations: (continued)</p> <ul style="list-style-type: none"> • Develop and maintain effective and cooperative working relationships. • Respond to inquiries timely and in accordance with DGS Expectations of Employees. <p>Physical Abilities:</p> <ul style="list-style-type: none"> • Frequent use of a computer at a workstation. • Work environment involves minimal exposure to unusual elements such as dust, fumes, noise and unpleasant odors. <p>Mental Abilities:</p> <ul style="list-style-type: none"> • Work well under pressure, and the ability to handle stress and deadlines. <p>Safety:</p> <p>Follow all OSP safety rules and procedures:</p> <ul style="list-style-type: none"> • Promote safe work practices by all employees. • Promote a safe working environment for all employees. • Support the actions of the OSP's Health and Safety Team, and Facilities Team and require accountability of OSP employees in their respective work areas.