

DUTY STATEMENT (updated 9-28-16) LH

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-

12147-OSP

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of State Publishing		POSITION NUMBER (Agency - Unit - Class - Serial) 307-162-4800-XXX	
UNIT NAME AND CITY LOCATED Administrative/Legislative Billroom Unit - Sacramento		CLASS TITLE Staff Services Manager I	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 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) 307-900-4800-002	
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 Reporting directly to the Administration Manager, Staff Services Manager II, the incumbent is responsible for organizing and directing the activities related to: maintaining a positive communication with the Legislature and the supervision of the Legislative Bill Room staff and on demand Legislative printing.			
% 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>		
35%	<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>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>The performance of the duties will be accomplished in accordance with the guidelines of the Department of General Services (DGS) directives, Department of Finance (DOF) budget rules, guidelines and decisions, Office of State Publishing's Operations Manual policies and procedures, Procurement Policy Manual, State Administrative Manual, Accounting Regulations and all management and supervisory policies and procedures.</p> <p>ESSENTIAL FUNCTIONS</p> <p>In order to direct the Legislative Bill Room and Annex which is responsible for OSP's mission critical services to the California State Legislature to ensure that program directives of OSP and DGS within the Bill Room jurisdiction be executed and completed and that the daily operation of the Bill Room continue without disruption by ensuring there is constant communication with staff and support units, checks and balances are in place and follow on all processes in accordance with DGS and OSP policy and procedures:</p>		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
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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<p>35%</p>	<p>Essential Functions (continued)</p> <p>The Bill Room is the sole official retail outlet for Legislative bills and publications for the California Legislature. The Bill Room is responsible for the sale of bills and publications to the public and the distribution of bills and publications to the Offices of the Legislature and Governor. The Bill Room is also responsible for providing liaison services between OSP and the California Legislature in regard to printing. Maintain strict confidentiality on sensitive information and the execution of the workload will be maintained at a high degree of integrity and professionalism otherwise severe consequences could reach the Agency Secretary level or have the Legislature enact legislation to remove budgetary funding for the entire DGS</p> <ul style="list-style-type: none"> • Provide and maintain positive inter-relationships with the Legislature in a highly sensitive area. • Follow the direction of the legislative process, Legislative calendar and key personnel within the Legislative support offices. • Provide consultation and support to the Legislative Bill Room employees regarding the Bill Room operations. • Oversee and responsible for the work that covers the Senate and Assembly Files Books. • Maintain inventory of Legislative bills and publications by purging older bills and shift the bills in order to make room for the new introduced bills. • Oversees the program of printing bills on demand on digital printers and sets the parameters of this new program by consulting with upper management. • Oversees the weekly updating of chamber books for the Senate and Assembly Files books. • Perform the monthly billing for Bill Room sales by review and sign off on all Accounting reports in order to ensure they are completed in the time frame mandated by Accounting rules and regulations. Responsible for the timely filling of credit, cash and check reports and the timely depositing of funds. • Maintain a variety of contracts: Point of Sale system, credit card processing, digital print equipment, drill, stitcher, printer, etc. • Maintain attendance for staff and approve PAL time. Assess the need for and obtain approval for overtime. • Responsible for staffing variable work schedules in order to address the public and manage the Legislative work schedule needs on a minutes notice as well as 24 hours per day, 7 days per week and adjust schedules according to the workload. • Determine print quantities for Legislative bills and publications and update "Order of Delivery" and "Pressruns" based on customer subscriptions and on waste. • Perform as subject matter expert in regards to the Legislature and its processes and rules to resolve issues and provide information regarding the subject matter to the Legislature. <p>The highly organized unit is staffed by 5 full-time employees and any part-time temporary help in order to ensure successful delivery results to the Legislature, maintain open communication to ensure all staff comprehend all processes without failure in planning and executing of tasks and ensure the ultimate maximum team work following supervisory procedures:</p> <ul style="list-style-type: none"> • Direct a staff of employees and assign duties. • Perform the most sensitive duties personally for requests such as but not limited to confidential bills in order to ensure the follow through to the appropriate conclusion is completed by delivering to the requestor. • Respond to direction of the Legislative Calendars, service requirements and deadlines required by OSP • Determine the bill workload that must be communicated to the production departments • Determine staffing needs and work shifts for production staff at OSP to complete Legislative deadline work. • Determine Bill Room resources such as but not limited to supplies, carts, truck driver needs for Legislative deadline work, schedule Bill Room staff, materials and space required for the work. • Review bill storage requirements. Determine when and how much bill storage will be needed and purge bills as necessary to make room. All purging of bills must meet the approval of the Legislature and must be presented for their review. • Conduct staff meeting to ensure all staff are fully aware and on board with processes in play in the office. • Compose contracts, maintenance agreements and service orders for the Bill Room needs.

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	<p>Essential Functions (continued)</p> <ul style="list-style-type: none"> • Submit purchase orders in the OSP Storeroom Inventory system (SRIS) for supplies needed for the unit. • Attempt to repair broken equipment and call for repair service when necessary to ensure the vendor adheres to contract agreements in meeting response time. Make sure there are ample supplies for all equipment in the office making sure to never run out. • Utilize digital print equipment to print Legislative bills on demand to eliminate the 11,000 square feet of storage currently needed to house all of the bills and publications. • Develop new work processes to enhance the unit's operations and present to upper management for approval.
15%	<p>In order to manage, organize and/or oversee personnel matters and in accordance with the principles and guidelines of California Department of Human Resources (CALHR), DGS, DOF, State Controller's Office (SCO), Federal and State laws (i.e. Americans with Disabilities Act, Family Medical leave Act, etc) the Memorandum of Understanding (MOU) provisions, and the Public Employees Retirement System:</p> <ul style="list-style-type: none"> • Conduct interviews, evaluating and recommending candidates for appointment utilizing various methods of filling vacancies e.g. - certification lists, transfers, training and development assignments, reinstatements, etc.) as needed and/or directed by management. • Determine changing needs of job classifications within the unit, and write justifications for position reclassifications. • Compose duty statements to fill vacant positions and submit to HR for approval. • Determine special needs for positions, such as but not limited to, special medical testing for heavy lifting. • Complete worker's compensation paperwork for job related injuries.
15%	<p>In order to ensure subordinate staff receive adequate training to achieve, maintain or exceed satisfactory performance appraisals in the areas of responsibility, career development, upward mobility and corrective action for the Bill Room staff in accordance with current guidelines:</p> <ul style="list-style-type: none"> • Oversee the promotion of education in job areas for upward mobility. • Interact with OSP management to create a positive atmosphere for training. • Respond to questions on training, training requests, availability of classes and dates. • Recommend classes to employees that would be helpful in career development and upward mobility. • Evaluate necessary staff resources, training needs and appropriate corrective action for existing and new staff by reviewing staff resources for proper alignment to the new program and by reviewing the potential workload. • Evaluate performance and promote departmental and promote departmental training for personal growth and upward mobility purposes by encouraging staff participation. • Coordinate training schedules to ensure all requirements are met and to achieve operational efficiency by utilizing in/out service training programs. • Make sure employees complete mandatory training in a timely manner.
10%	<p>In order to perform the full range of supervisory duties including selecting, training, developing, evaluating and the discipline of subordinate staff following all appropriate laws, rules, policy and provisions; 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 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, Memorandum of Understanding (MOU) provisions and the State Personnel Board (SPB) or Department of Personnel Administration (DPA) laws and rules:</p> <ul style="list-style-type: none"> • Grant or deny subordinate staff requests for time off or requests to work overtime by reviewing the request. • 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 or unapproved dock (dock or SDI/NDI), absence without leave (AWOL), etc.

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10%	<p>Essential Functions (continued)</p> <ul style="list-style-type: none"> • Approve PAL entries, electronically 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. <p>Supervise staff in accordance with DPA and SPB laws and rules, Bargaining Unit Agreement guidelines, DGS policies and guidelines and Worker's Compensation and Cal-OSHA guidelines:</p> <ul style="list-style-type: none"> • Establish performance standards and expectations by conducting probationary reviews and preparing written performance evaluations, annual individual Development Plans, and disciplinary actions. • Take corrective action to improve performance following the Department's Constructive Intervention process. • Provide injured employee(s) with the Employee's Claim for Worker's Compensation Benefits (SCIF 3301) and complete the SCIF Occupational Injury Report (SCIF 3067). • Follow departmental Return-to-Work and Bargaining Unit Agreement guidelines for the purpose of returning employees to full duty. <p>In order to perform as a member of the OSP Management Team following all policy requirements:</p> <ul style="list-style-type: none"> • Develop and present researched information to be considered for strategic plans and establish and maintain project priorities. • Develop equipment, training and office travel expense budgets and observe established spending limitations. • Present information orally and in writing and contribute effectively to the OSP vision and mission.
5%	<p>MARGINAL FUNCTIONS</p> <p>In order to keep the Administrative Units functioning properly the incumbent will assume these duties according to DGS and OSP procedures:</p> <ul style="list-style-type: none"> • May perform duties outside the area of responsibility as conditions warrant. • Conduct special studies and evaluate processes for OSP management. • Answer correspondence; represent OSP on task force or committees upon request. <p>Act as the Administration Manager in his/her absence reporting to the State Printer, Interagency Support Division, when serving, in order to provide the required duty. May perform duties outside the area of responsibility as conditions warrant, and the incumbent will be expected to set appropriate policies and procedures for implementation.</p> <p>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> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of:</p> <p>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 Program and processes available to meet equal employment opportunity objectives.</p> <p>Ability to:</p> <p>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>

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	<p>KNOWLEDGE AND ABILITIES (continued)</p> <p>SPECIAL PERSONAL REQUIREMENTS</p> <ul style="list-style-type: none"> • Demonstrated ability to act independently, open-mindedness, with 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. • Willing to perform miscellaneous job duties critical to the job. • Ability to strategize work flow processes and employee schedules to ensure all tasks are completed and customer service needs are provided. • Must be able to complete requests from high ranking Legislative staff and provide resolutions to situation(s) at hand. • Able to handle verbal confrontation in a professional and calm manner at all times. • Able to utilize information that you see or hear in the political area and equate to job at hand. (Example: If the Governor is going to sign a bill in Los Angeles tomorrow and the bill is not in print yet, the process to print the bill needs to be prioritized and expedited prior to the Governor's departure) • Able to get communications from Legislative staff to start upcoming Legislative needs and make analysis and determinations based on partial facts and data. • Able to have a 6th sense where you have ample Legislative knowledge and background in regard to the environment and processes with the next steps to be taken to communicate this to the OSP Legislative printing needs. • Able to be extremely detailed and be prepared ahead of time. • Able to brainstorm solutions with Legislative staff drawing upon your Legislative expertise. • Willingness to dependable, reliable and available 24 hours per day, 7 days per week for any Legislative needs and consultations. • Be able to keep staff motivated during high volume deadlines. • Must be aware of current events in the political arena and keep abreast on various media sources. • Maintain friendly relationships with key information staff. • Must be respectful of the sensitive nature of the work and the privacy of information between the Governor's Office, Senate and Assembly and treat each office individually without bias. • Able to deal with and maintain composure when relaying information that may not be taken favorably from either OSP management and/or the Legislative staff. <p>Interpersonal Skills</p> <ul style="list-style-type: none"> • Exceptional communication skills both oral and written as well as build relationships on trust and reliability. • Interact effectively with co-workers, legislators, their staff and the public. • Promote teamwork and be proficient as a team member with all OSP units. • Knowledgeable in utilizing the appropriate chain of command in problem solving with the Legislature. • Ability to openly accept criticism. • Must remain calm at all times. • Ability to think on your feet. • Must be able to analyze situations instantly. • Determination to get the job done. • Able and willing to work in adverse circumstances. • Exercise extreme caution and tact in dealing with Legislative staff. • Keep focused on work at all times. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <p>Work Expectations:</p> <ul style="list-style-type: none"> • Accountable for providing quality service; and responsive in meeting the needs of the OSP. • Set a good example by arriving to work on-time, and by being accountable for working a full 8-hour work day. • Arrive to scheduled meetings on-time.

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	<ul style="list-style-type: none"> • Attend meetings fully prepared, including copies of handouts for distribution. • Be an effective listener to employees; be responsive to the needs of the OSP sections. • Supportive of others and promote their personal growth. • Appropriate dress according to office environment. <p>Physical Abilities:</p> <ul style="list-style-type: none"> • Frequent use of a personal computer with basic applications, i.e. Word, e-mail and Excel, and telephone at a workstation. • Work environment involves minimal exposure to unusual elements such as dust, fumes, noise and unpleasant odors. • Required to work on call or be on standby to work within an hour notice, 24 hours per day, 7 days per week. • Must be able to work long hours. • Maintain stamina to work extra hours as needed to meet critical work deadlines, including but not limited to the hours of the Legislature but also for preparation of the Legislative needs. • Must be able to lift bundles weighing 25 lbs. <p>Mental Abilities:</p> <ul style="list-style-type: none"> • Must maintain control over temper and attitude. • Work well under pressure, requiring the ability to handle stress and deadlines. • Must be able to multitask. • Must be able to prioritize work. • Must be able to work quickly. <p>Safety: Follow all OSP safety rules and procedures.</p> <ul style="list-style-type: none"> • Do not attempt to operate equipment, use tools, materials or perform a new task until the associated safety hazards and methods to protect yourself have been explained to you. • Never alter or modify original tools or equipment. • Make sure you know how to properly use and take care of any required protective equipment and use your equipment when it is required. • Keep your work area organized and as clean as possible maintaining good housekeeping procedures at all times. • If you see a safety hazard inform your co-workers and notify your supervisor immediately; "close calls" or "near misses" are accidents that almost injure someone including you. • Support the actions of the OSP Safety Coordinator and require accountability of OSP supervisors for health and safety in their respective work areas. • Promote safe work practices by all employees; promote a safe work environment for all employees.

