

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-

12044-PROC

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Procurement Division	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Certification & Outreach - West Sacramento	CLASS TITLE Staff Services Manager I (Supervisory)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 3 rd Street, West Sacramento, CA 95605
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-496-4800-925

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.

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

Under the direction of the Staff Services Manager II, the incumbent is responsible for supervising the Customer Outreach, Training and Advocacy Unit within the Certification and Outreach Branch to ensure clear, consistent and accurate information about the Procurement Division programs is communicated in a timely and cost-efficient manner to external and internal customers.

% 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)*

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.

All work to be accomplished in accordance with guidelines of the Department of General Services (DGS) Budget Office and Fiscal Services (OFS), Procurement Division (PD) strategic plans, the State Administrative Manual (SAM), laws, rules, regulations, and/or guidelines of the California Department of Human Resources and State Personnel Board (SPB), Federal and State laws (i.e., Americans with Disabilities Act, Family Medical Leave Act, etc.) Bargaining Unit Agreements, the Public Employees Retirement System, Cal-OSHA, Department of Finance (DOF), State Controller's Office (SCO), Legislative Analyst's Office, Governor's Office and the Legislature and utilizing a personal computer, related software applications, and various office and communication equipment.

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.

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

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40%	<p>ESSENTIAL FUNCTIONS</p> <p>In order to market and educate state and local government agency customers and suppliers about Procurement Division (PD) products and services as described in SAM sections 1600, 3500, 3800, 5200; Government Code section 14825 et. Seq. and section 14835 et. Seq., and in conjunction with PD's Communications Plan and the Outreach and Advocacy Units, the incumbent will:</p> <ul style="list-style-type: none"> • Create and manage statewide training and education programs for state and local government advocates on state contracting and best practices. • Conduct data collection and plan of improvement analysis on departments that did not meet their SB and/or DVBE contracting goals. • Identify new industries where it is difficult to find SB/DVBE vendors for state projects. • Develop outreach and educational material for workshops and training for state and local agencies; ensure material is kept up to date. • Prepare written communications and broadcast bulletins to notify stakeholders of meetings, outreach events, policy and procedural changes, etc. • Develop strategic goals and generate critical path logistics associated with each goal. • Manage and facilitate the annual State Agency Recognition Awards program for recognizing state departments for contracting best practices. • Plan, coordinate and manage the Small Business Advisory Council, advocate meetings and Customer Forums; prepare agenda, recruit presenters, prepare talking points as needed and action items for subsequent meetings. • Oversight of various databases for outreach purposes: resource partners, advocates, stakeholders, reciprocity partners, strategic partners, etc. • Generate interagency agreements, statement of works and contracts with other state departments; prepare paperwork for contract renewal. • Formulate and maintain strategic partnership agreements with various Chambers of Commerce and SB/DVBE organizations statewide. • Collaborate with SSM II to review efforts to streamline processes and provide input on regulations, legislation, policy and procedures related to small business and DVBE issues.
35%	<p>In order to ensure information is provided to customer and suppliers about PD products and services as described in SAM sections 1600, 3500, 3800, 5200; GC section 14825 et seq. and section 14835 et seq, Government Code and management memos, the incumbent will:</p> <ul style="list-style-type: none"> • Manage customer mailboxes and 1-800# to ensure customer inquiries are responded to in a timely manner; respond to the most complex and sensitive inquiries related to prompt payment issues, policy, changes, etc. and respond orally or in writing. • Meet with SBs/DVBEs to provide guidance on the state contracting process. • Develop and conduct formal presentations on "How to do business with the State". • Coordinate with other PD programs to ensure Internet and Intranet sites are maintained with consistent information; working through DGS Office of Public Affairs • Prepare Outreach and travel budget reports.
15%	<p>In order to provide effective supervision of the Customer Outreach, Training and Advocacy unit, and provide direction, review and feedback of assigned tasks in accordance with DGS' Supervisory Handbook, EEO provisions and SB/DVBE guidelines and policies, the incumbent will:</p> <ul style="list-style-type: none"> • Communicate program goals and objectives and establish expectations for the section through regular staff meetings, and one-on-one meetings. • Assign workload and provide complete direction on assignments and tasks using established laws, regulations, policies and procedures.

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5%	<p>ESSENTIAL FUNCTIONS continued</p> <ul style="list-style-type: none"> • Provide on-the-job training on job requirements, methods, priorities and deadlines using laws, regulations, policies and procedures (including internal desk policies/procedures and training aids) using Microsoft Office Products and office information systems. Schedule formal training necessary to perform tasks effectively. • Establish plans for personal development in the IDP annual performance review process using Microsoft Word and copier equipment. Conduct one-on-one staff training to ensure consistency of small business and DVBE outreach and communication processes. • Assess the quality and workload performed and records as necessary to evaluate progress towards successful completion of probationary period, using office information systems and reports and based on experience in working closely with the staff. <p>Administrative and Supervisory Responsibilities</p> <p>In order to maintain accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time through the use of the Project Accounting & Leave (PAL) system and to effectively manage and direct subordinate staff in accordance with DGS policies and guidelines, Equal Employment Opportunity and MOU provisions, State Personnel Board and Department of Personnel Administration laws and rules, and established personnel policies, rules and regulations, the incumbent will:</p> <ul style="list-style-type: none"> • Grant or deny subordinate staff requests for time off or requests to work overtime. • Ensure subordinate staff has sufficient leave credits available for the requested leave. • Notify the PD Timekeeper in writing to enter absent 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 monthly payroll cut-off date in order to ensure issuance of correct payment via SCO payroll warrant on pay day. • Approve or disapprove PAL entries for subordinate staff within three (3) working days after the completion of the pay period. This is to ensure the correct re-issuance of a SCO warrant that has been returned to SCO for late dock, issuance of correct overtime pay due to staff, and correct updating of leave balances. • Identify performance expectations utilizing the Essential Functions Duty Statement, probationary reports and/or Individual Development Plans (IDP), and conveys expectations to the employee via written and verbal communication/direction. • Monitor performance through various production documents, supervisor's daily reports, personal observations, and by following-up with employee to ensure that performance expectations are being met. • Provide feedback to employees on performance noting exceptional performance as well as areas of needed improvement through regular discussions. • Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes. • Follow the PD Request for Personnel Action (RPA) process for recruitment to fill vacant or new positions. • Review the Essential Functions Duty Statement and organizational chart provided by the PD Personnel Liaison (PL) for accuracy on the specific position being recruited and revises the duty statement as necessary. • Conduct hiring interviews after verifying eligibility with the Office of Human Resources' (OHR) staff via the PD PL.

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5%	<p>ESSENTIAL FUNCTIONS continued</p> <ul style="list-style-type: none"> • Advise all appropriate personnel of candidate selection/proposed hire securing departmental approvals, ensuring pre-hiring requirements (documents) are completed and cleared by OHR, and proposed start date has been communicated to PD-HR through email communication. • Communicates verbally or in writing with all non-selected candidates that a selection has been made. <p>MARGINAL FUNCTIONS</p> <p>In order to ensure an effective contingency plan, the incumbent makes recommendations on the utilization of personnel and equipment and determines action to be taken regarding disposition of personnel and equipment in periods of emergency or stress.</p> <p>KNOWLEDGE AND ABILITIES</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 Program (EEO) objectives; and a manager's role in the EEO Program and the processes available to meet EEO 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 EEO Program objectives.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Knowledge of Public Contract Code, Government Code, Military and Veterans Codes, other codes related to purchasing; State Administrative Manual, State Information Management Manual, State Administrative Manual, and State Contracting Manuals. • Knowledge of the Small Business and DVBE Programs and state contracting. • Knowledge of supplier communities, business practices and marketing conditions. • Exceptional presentation skills—knowledge of methods and practices to verbally and visually present information so the intended purpose is achieved. • Exceptional negotiation skills—ability to secure agreements while successfully representing a specific interest in a decision situation. • Exceptional ability to write comprehensively and to effectively communicate complex program requirements to diverse levels of staff, other state and local government agency customers, members of the business community, elected officials and the public. Must have a friendly, polite and outgoing demeanor, and be able to respond in a timely manner to questions about the SB/DVBE programs. • Proficiency with personal computer and appropriate software programs and the internet. Experience with PowerPoint and Microsoft Excel is desired.

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	<p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Dependable; responsible; positive attitude • Ability to lead and participate in teams • Ability to provide objective overview of situations • Willingness to accept challenges, handle multiple projects simultaneously • Ability to effectively handle stress and deadlines <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Office and classroom environment, appropriate business attire required • Conduct formal presentations with good communication skills in a classroom environment • Daily use of phone, fax, copiers, scanners and general office and communication equipment • Occasional use of laptop computer when offsite • Frequent use of a computer and related software applications and the Internet at a workstation • Sitting in a seated position for extended periods of time • Occasional off-site training presentations within Sacramento and occasionally out-of-town within California that may require the use of various transportation modes, i.e. airplane, taxi, car, etc. • Use of a hand cart to transport, lift and set-up equipment up to 15-20 lbs., i.e. laptop computer, projector, outreach displays, training material, etc.