

**STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
DUTY STATEMENT**

Employee Name	Classification Name	Position Number
	Staff Services Manager I	326-278-4800-XXX
Division/Unit	Date	Prior Incumbent
Enforcement/Elk Grove Housing		Prior Pos# (if applicable)

**SUMMARY OF RESPONSIBILITIES**

The incumbent performs a variety of tasks under the supervision of the District Administrator (Staff Services Manager II) with minimal oversight and substantial authority. The Staff Services Manager I (SSM I) serves as a representative of the Department and must exercise good judgment in all interactions with the public by conducting him/herself in an effective and professional manner. The SSM I functions as the lead in a supervisory capacity, coordinating and planning case processing. Duties include, but are not limited, to the following:

**Description of Essential Functions:**

- 20% Supervises case processing and investigative functions in the District Office, which includes formal and informal case reviews with Staff Services Analyst (G)/Associate Governmental Program Analysts (SSA/AGPA) and Fair Employment and Housing (FEH) Consultant I/II's. Responsible for the quality and quantity of the work product resulting from case processing and intake. Monitors case processing functions to ensure compliance with departmental requirements, reviews investigative work sheets and plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases. Responsible for the proper drafting of charges and service of notices, ensuring that consultants' intake notes are adequate. Monitors complaints not accepted for filing to ensure appropriate judgment was exercised by the intake SSA/AGPA. Handles sensitive issues and complaints from the public (the District Administrator should be involved only in rare circumstances).
  
- 20% Reviews and approves referrals to the Legal Division for the filing of civil complaints; reviews and approves discovery documents; reviews case processing statistics to identify problems/inefficiency; arranges and conducts conciliation conferences; supervises intake; reviews complaints and supplemental information requests; and coordinates/consults with Legal and Mediation Division staff regarding cases.
  
- 20% Attends monthly case grading meetings with Legal Division staff and ensures that the SSA/AGPAs identify the appropriate number and quality of cases for case grading and are prepared to present the cases at case grading. Monitors entries in Houdini electronic case management system to ensure accurate and thorough entries by SSA/AGPAs and FEH Consultant I/II's. Conducts monthly aged case meetings to ensure timely investigation of cases.

- 10% Responsible for the timely and professional processing of an investigative caseload of sensitive and complex matters. Typically, the SSM I may carry a caseload of up to 30 cases.
- 10% Addresses complaints and information requests from internal and external sources, including Department managers, complainants, respondents and/or their attorneys/representatives, the general public, other government agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances, assists in community dispute resolution, and assists other staff in dealing with non-compliant respondents and attorneys. Assesses training needs, and develops and disseminates training materials. Oversees training and staff development, including but not limited to new employee orientation, staff meetings, coordinating training provided by Legal Division staff.
- 5% Provides translation/Interpreter services and preparation of general office letters to the general public for the Enforcement Division.
- 5% Conducts performance evaluations and participates with the District Administrator in recruiting and hiring staff; monitors staff attendance. Develops and oversees Performance Improvement Plans, and disciplinary matters; completes monthly/quarterly and audit reports; monitors and adjusts SSA/AGPA caseloads.

**Marginal Functions:**

- 5% Represents the Department to the public, serves as a liaison to other governmental agencies and community groups, completes public speaking engagements and attends community meetings, as assigned. Responds to queries from the public regarding departmental activities. Performs other duties appropriate for the class, as assigned.
- 5% Supervises clerical staff; oversees clerical support functions. Oversees District Office plans for energy conservation and emergency preparedness; establishes and monitors office systems.

**Desirable Qualifications:**

- Experience managing or acting in a lead capacity for, but not limited to:
  - Demonstrated experience providing or experience assisting with training and staff development
  - Demonstrated understanding of the progressive discipline process
  - Demonstrated experience managing or reviewing the work of others
- Experience conducting investigations and/or analysis that require both gathering facts and then applying legal standards to the evidence
- Experience analyzing, interpreting and implementing performance standards required by statute, federal grants, or internal policies/priorities
- Experience/knowledge of case management
- Experience with computer programs such as Word, Excel, and other database/spreadsheet programs.
- Experience in promoting equal opportunity to protected groups, such as ethnic minorities, women, people with disabilities, and senior citizens; **or**

- Experience in community organization work, social group work, or other comparable experience in the human relations, industrial relations, or housing industry fields; **or**
- Experience as a labor or management representative with substantial responsibility for the promotion and implementation of fair employment and/or housing practices within a trade, industry or organization
- Ability to speak a second language (bilingual or American Sign Language preferred, but not required)

### **Special Requirements**

Knowledge of: Principles, practices, and trends of leadership, equal opportunity, discrimination, management and supportive staff services such as planning, budgeting, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity 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 and investigations; 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.

### **Special Personal Characteristics**

Ability to function in sensitive areas in a tactful and judicious manner; willingness to work irregular hours and to travel widely within an assigned area; demonstrated objectivity and problem solving abilities; ability to manage conflict effectively, including remaining professional and flexible during challenging interactions; and able to prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

### **Work Environment, Physical, or Mental Abilities**

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to communicate diplomatically, directly and professionally with co-workers and members of the public.
- Requires ability to work with Legal Division personnel in developing investigative plans.
- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to

7 hours per day.

- Requires ability to complete tasks that require making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires travel to conduct on-site meetings, investigations.

**Supervision Received:**

The Staff Services Manager I receives general supervision from the District Administrator (Staff Services Manager II) and may receive direction from the Regional Administrator (Staff Services Manager III), and Chief of Enforcement.

**Supervision Exercised:**

The Staff Services Manager I directs the work of SSA/AGPAs, FEH Consultant I/II and the clerical staff. The SSM I may also serve as a lead on investigation teams that include FEH Consultant III (Specialists).

**Personal Contacts:**

The SSM I has daily contact with departmental management and staff, complainants, respondents, legal representatives and the general public.

**Actions and Consequences:**

The SSM I must adhere to all applicable laws, rules, policies, and procedures, including but not limited to the Department's Regulations, Enforcement Directives, Administrative Manual, Supervisor's Manual, and any directions received from Departmental management personnel. The SSM I interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, complainants, respondents, attorneys and community-based organizations. Appropriately communicates information of a sensitive nature. The SSM I is a sensitive position requiring daily interaction with the public and the processing of time-sensitive and confidential documents. Failure to use good judgment in case processing and/or the timely processing of complaints could result in the rights of complainants and/or respondents being jeopardized and/or compromised.

I have read and understand the duties as described above for the SSM I. I meet the job requirements as described above am capable of performing the essential functions with or without a reasonable accommodation.

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Employee's Signature

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Date

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Supervisor's Signature

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Date