

**Business, Consumer Services, and Housing Agency**  
**DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING**  
**JOB OPPORTUNITY BULLETIN**

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

**UNIT/LOCATION:** Enforcement Division - Elk Grove Housing Unit

**CLASSIFICATION:** Staff Services Manager II

**SALARY:** \$5830 - \$7245

**FINAL FILING DATE:** July 18, 2016

**DESCRIPTION OF DUTIES:**

Under the general supervision of the Staff Services Manager III (SSM III), but may receive supervision and/or direction from the Chief of Enforcement. The Staff Services Manager II (SSM II) plans, organizes, and directs the operation of a District Office within a large or populous area. The SSMII 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.

Supervises case processing and investigative functions in the Housing Unit, conducting formal and informal case reviews with Staff Services Analyst (SSA), Associate Governmental Program Analysts (AGPA) and Consultant III (Specialists). Monitors case processing functions to ensure compliance with departmental requirements. Reviews investigative work sheets, investigative plans, case files, closing reports, settlement proposals and agreements, and correspondence pertaining to cases processed. Reviews and approves progress reports and files referred to the Legal Division recommending a merit determination, reviews investigative discovery documents and case processing statistics. Identifies and resolves case processing issues/problems. Arranges and conducts conciliation conferences. Supervises the intake process, and reviews complaints and supplemental information requests. Consults/coordinates with Legal Division staff regarding case-related issues.

Administers the Elk Grove Housing Unit and all supervisory functions thereof. Supervises all SSA's, AGPA's and clerical staff, and monitors Consultant III's' (Specialist) oversight of work areas. Oversees clerical support functions. Completes performance evaluations for all staff in a timely manner. Manages the budgetary allotment specified for the District Office and approves expenditures for supplies, etc. Recruits, hires, and monitors staff attendance. Develops and oversees Probation Reports, Individual Development Plans, Corrective Action Plans and disciplinary matters. Oversees District Office plans for energy conservation and emergency preparedness, in conjunction with building management, and establishes and monitors office systems. Completes monthly/quarterly reports, monitoring and adjusting staff caseloads, as warranted.

Addresses complaints and requests for information received from within and outside the Department, including Departmental managers, complainants, respondents, attorneys and/or representatives, the public, other governmental agencies, employer groups, community groups, and advocacy organizations. Responds to staff concerns and grievances; assists in community dispute resolution; assists in dealing with recalcitrant respondents and attorneys.

Oversees training and staff development in the Housing Unit for new and existing staff members. Develops and disseminates training materials, and coordinates training provided by members of the Legal Division.

Represents the Department to the public through service as a liaison to other governmental agencies and community groups, public speaking engagements, community meetings, responding to queries from the media, Legislators and/or their staffs, and the public regarding the Department's activities.

### **SPECIAL REQUIREMENTS**

Knowledge of intergroup relations and problems of protected groups such as ethnic minorities, women, persons with disabilities, senior citizens, etc.; methods and techniques of promoting equal opportunity; investigation and interviewing techniques; current labor, employment and housing conditions and trends; methods of compiling and presenting data in studies related to the Department of Fair Employment and Housing's jurisdiction; comparable Federal statutes; California Fair Employment and Housing laws and Department policies and procedures; and rules of evidence; specialized areas of equal employment and/or fair housing principles and practices or other areas of concern to the Department's programs. 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 interpret and apply California's Fair Employment and Housing laws and rules and regulations; analyze data; communicate effectively; deal creatively, tactfully, and effectively with sensitive problems of civil rights law enforcement; analyze situations accurately and take effective action; establish and maintain cooperative relationships with those contacted in the work; conduct difficult and involved investigations of alleged violations of Fair Employment and Housing laws; speak before groups in an effective and convincing manner; to apply research and development and program management techniques and methodologies. 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 REQUIREMENTS:**

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**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, remain calm and flexible, and prioritize emergent tasks as assigned, particularly tasks with impending deadlines.

**DESIRABLE QUALIFICATIONS:**

Demonstrated ability to interface effectively with community groups and the general public to promote their support and practice of fair housing principles. Demonstrated expertise in applying pertinent statutes, regulations, and theories of discrimination and principles of case analysis to the investigation of discrimination complaints. Some travel is required to conduct official State business. Selected candidate will be required to certify they have a valid California driver's license and liability insurance.

**WHO SHOULD APPLY:**

Applicants must be reachable on a current employment list for this classification (for quick access to the examination bulletins, please visit [www.dfeh.ca.gov/Careers.htm](http://www.dfeh.ca.gov/Careers.htm)), or be a current or former State employee with transfer or reinstatement eligibility for this classification. Appointment is subject to SROA and State surplus policies. Surplus candidates must submit copy of surplus status letter. All applicants must clearly indicate their basis for eligibility on the State application (STD 678). Applicants will be screened and those best qualified will be interviewed. The screening criteria are based on the Desirable Qualifications noted above. Please ensure that your cover letter, application and/or resume reflect these criteria.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <https://jobs.ca.gov/Public/Tools/ClassSalarySearch.aspx> and enter the Classification Title you wish to review. In addition, please attach all required supporting documents (i.e. transcript/diploma, license and/or required certificate) to your application.

**SEND COMPLETED STATE APPLICATION (STD 678) TO:**

Department of Fair Employment and Housing  
ATTN: Human Resources – Amy Duarte  
2218 Kausen Drive, Suite 100  
Elk Grove, CA 95758  
(916) 585-7124 TTY (916) 226-5285

**Issue date:** July 1, 2016

**Position #:** 326-278-4801-002

**RPA#:** 17-012