

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

Employee Name	Classification Name Staff Services Manager II (Spec)	Position Number 326-203-4801-001	
Division/Unit Enforcement/Training	Date	Prior Incumbent	Prior Pos# (if applicable)

SUMMARY OF RESPONSIBILITIES

Under the supervision of the Chief of Enforcement and general direction of the Regional Administrator, the Staff Services Manager II (Specialist) (SSM II) is responsible for the development and implementation of the training program for the Enforcement Division. The incumbent functions as a non-supervisory expert in the establishment of and revision of Enforcement Division policy and procedural manuals. The incumbent performs a variety of complex, high level training and policy development functions and tasks.

Description of Essential Functions:

- 30% Develop, direct, and conduct training for the Department's Enforcement Division statewide; interface effectively with those within the unit and department as well as with community groups and the Enforcement Division's federal partners. Oversees the coordination, research, development, design, revision, implementation and evaluation of training curricula, learning objectives, training materials, visual aids, and interactive instructional methods.
- 30% Represent the Department as a training expert in the training analysis, design, development, implementation and evaluation covering a wide variety of topics relative to the Enforcement Division using standardized methodology and current adult learning theory and practices. Promote and support the practice of Fair Employment and Fair Housing principles; prepare for and serve as a departmental speaker at public forums and seminars. Develop outreach materials.
- 20% Establish and/or revise Enforcement Division policy and procedural manuals. Recommends and drafts policy changes applicable to the Enforcement Division, ensures training policies align with applicable laws, rules, and regulations.
- 10% Serve as direct consultant to the Chief of Enforcement on training matters and provide program direction and consultation; effectively and creatively develop and utilize management and organization resources toward establishing comprehensive long-range training programs. Oversees maintenance of all records of training and speaking engagements for the unit.
- 10% Performs other staff work as assigned.

Knowledge and Abilities

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis,

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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 Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action 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; 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 affirmative action objectives.

Special Personal Requirements

Demonstrated ability to act independently and be open-minded, flexible and tactful; exceptional organizational skills; demonstrated program development and implementation. Ability to plan, organize, conduct and evaluate training programs and implement changes as necessary; train individuals of varying skill levels; read, write and speak effectively to convey information to others; gain and maintain the confidence and cooperation of those contacted during the course of work; work effectively as a leader or member of a team and with other training professionals; complete all tasks in a detailed manner and organize and maintain large amounts of files, projects, materials, etc.; recognize problems, develop solutions and adopt an effective course of action; effectively work with difficult or uncooperative individuals; adapt to changing priorities, technology and procedures; accurately maintain one's own schedule and manage one's time and the time of others; manage multiple tasks and priorities and meet due dates timely and accurately; develop and evaluate potential solutions to problems; use Microsoft Word, PowerPoint; Outlook, Excel and Adobe Acrobat.

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 and professionally with co-workers and members of the public.
- Requires ability to work with the Enforcement Division in developing training plans.
- Requires ability to effectively handle stress and work in a noisy and fast-paced environment.
- Requires daily use of a computer, monitor, keyboard, mouse and telephone in a workstation for 6.5 to 7 hours per day.
- Requires ability to complete tasks that require reaching, bending, grasping and 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 occasional overnight travel throughout the state to conduct training.

Supervision Received:

The SSM II (Specialist) receives general supervision from the Chief of Enforcement and guidance from the Regional Administrator.

Supervision Exercised:

None. The SSM II (Specialist) may act as lead on projects and in training matters.

Personal Contacts

The SSM II (Specialist) has daily contact with departmental management and staff and with external representatives of public, private and community-based organizations.

Actions and Consequences

The SSM II (Specialist) 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 II (Specialist) interacts appropriately with a wide range of persons, internal and external to the Department, including other Department employees, and with external representatives of public, private and community-based organizations. The SSM II (Specialist) must appropriately communicate information of a sensitive nature. This is a sensitive position and may be responsible for and exposed to time-sensitive and confidential documents or information. Failure to use good judgment in use of that information could compromise the privacy of Department staff.

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

Supervisor's Signature

Date

Signature of Incumbent

Date