

DUTY STATEMENT

OPOS 065-556-4802-xxx

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.

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EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Peace Officer Selection (OPOS)	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED Northern Selection Center	CLASS TITLE Staff Services Manager III
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 9838 Old Placerville Road Suite B, Sacramento, 95827
PROPOSED INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 065-556-4802-xxx
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 YOU WORK WITH YOU.	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direction of the Chief, Office of Peace Officer Selection (OPOS), the Staff Services Manager III (SSM III) directs the work of multiple sections and programs. Independently makes administrative decisions pertaining to the operations associated with administration of the Peace Officer Appointment Section (POAS) and the OPOS' Psychological Screening Program (PSP). The SSM III works in collaboration with other sections in OPOS to ensure uniform procedures in the administration of POAS and PSP and to ensure compliance with state law, Peace Officer Standards and Training (POST), and department policies and procedures. The SSM III ensures the application of best business practices in accordance with department policies and procedure, provides advice and expert consultation to executive management. The SSM III is responsible to set goals, monitor managers and staff performance measures and direct staff toward achieving the department's goals of workforce excellence and organizational effectiveness. The SSM III models and instills the department's core values of integrity, accountability, justice, collaboration, and employee well being, and participates as a member of the OPOS management team. The SSM III is responsible for the supervision of 17 professional staff, including the direct supervision of SSM I/II's, direct and indirect supervision of Associate Governmental Program Analyst, Staff Services Analyst and indirect supervision of non-professional staff.	
% 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>
25%	<p><u>ESSENTIAL FUNCTIONS</u></p> <p>PEACE OFFICER APPOINTMENT SECTION DUTIES:</p> <ul style="list-style-type: none"> • Manage the operations of the OPOS' POAS. Plan, organize, and direct the work in POAS (to include both the candidate pre-employment medical evaluation function, and the certification/appointment process of eligible candidates). • Set priorities, goals, objectives, and work assignments for subordinate manager staff. • Ensure subordinates have the necessary tools, training, and resources to meet operation needs and provide timely and quality customer service. • Personally handle and work to resolve the most sensitive, high-profile issues related to the selection process; review and coordinate appeal responses; takes necessary action to ensure completion, and ensure representation of the department at hearings. • Ensure compliance with laws, regulations, POST, California Department Human Resources (CalHR) and department policy and standardization of policies and procedures. • Make recommendations as needed on changes to ensure compliance.
25%	<p>MANAGEMENT DUTIES</p> <ul style="list-style-type: none"> • Manage the operations of the OPOS' PSP. Plan, organize, and direct the work in the PSP. Set priorities, goals, objectives, and work assignments. • Ensure subordinates have the necessary tools, training, and resources to meet operation needs and provide timely and quality customer service.

- Meet with internal and external stakeholders and control agencies to ensure compliance with all POST and Cal HR regulations involved in administering the peace officer psychological screening program; identify and recommend changes as needed.
- Personally handle and work to resolve the most sensitive, high-profile issues related to the selection process; reviews and coordinate appeal responses, including final review and approval of psychological disqualifications and appeals, takes necessary action to ensure completion, and ensure representation of the Department at State Personnel Board (SPB) hearings.

15%

PEACE OFFICER SELECTION PROCESS DUTIES:

- Serve as liaison to provide guidance and expert consultation as a subject matter expert in the areas of POAS and PSP to executive management hiring authorities, Cal HR, the SPB's Appeals Unit, Department of State Hospitals, OPOS' medical and psychological evaluation contractors, and other interested parties in matters related to the peace officer selection process.

15%

PROJECT MANAGEMENT DUTIES:

- As a project manager, direct department-wide assignments of the most sensitive, complex, and/or confidential nature relating to POAS and PSP.
- Assure all projects and reports are completed successfully and on time.
- Direct ongoing review and audit of all operations and staff activities to ensure adherence to applicable performance measures.
- Assess program needs and recommend specific actions to facilitate organizational effectiveness and promote workforce excellence.
- Participate in management team discussions, review operational policies and procedures and analyze their effectiveness.
- Review, evaluate, and implement revisions to program policies and procedures.

10%

ADMINISTRATIVE DUTIES:

- Prepare, review, evaluate and submit monthly reports to the Chief related to pre-employment pre-screening activities; provide input to budget items and expenditures related to POAS and PSP.

5%

PROGRAM DUTIES:

- Assign and review responses to program inquiries and candidate appeals, personally respond to the most sensitive applicant and control agency correspondence and to highly sensitive and involved program requests from institutions, parole regions, and other departmental offices; coordinate handling of Individual Service Requests.

5%

OTHER DUTIES:

- Attend and conduct staff meetings. Act in the absence of the Chief of OPOS as required. Ensure discussions and coordination with other OPOS management.
- Ensure the security and confidentiality of candidate files is maintained at all times, and staff are aware of the policy.
- Travel to field offices and vendor sites quarterly or as deemed necessary.
- Other duties as required.

INTERPERSONAL SKILLS

- Works well with a team or group
- Takes and provides direction

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

- Office environment
- Business dress, according to current policy
- Extended periods of time in seated position
- Use computer and telephone in performing work
- Ability to handle stress
- Confidential and sensitive environment

DESIRABLE QUALIFICATIONS

- Independent
- Excellent organization skills
- Attention to details
- Confidentiality due to nature of work projects
- Tactful and professional
- Open-minded and flexible to other ideas and solutions
- Excellent communication skills
- Working knowledge of computer applications – Microsoft Office Suite (Outlook, Word, Excel, Powerpoint, Internet)
- Must type at a speed of not less than 40 words per minute (verified by typing certificate)

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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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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