Job Opportunity

State Controller's Office

Position:	Staff Services Manager I (Supervisor)	Statewide

Location:	Division of Collections 3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: September 15, 2006

Final Filing Date: Until Filled

Contact/Telephone:
Maria Martinez, (916) 327-9469

* Free Parking Provided

California Relay Service: 1-800-735-2929

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

Position Number(s): 051-550-4800-024
Ref 0915.ADM2

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under the general direction of the Staff Services Manager II, Bureau of Unclaimed Property, the incumbent is responsible for managing, planning, directing, and controlling the activities of the Report Processing Section. This Section is responsible for processing and uploading both paper and magnetic media reports of unclaimed property to the Unclaimed Property System database. Duties include, but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Develop and monitor production and staffing plans to ensure that holder reports submitted on both paper and magnetic media are processed timely;
- Evaluate current program operations, initiate, and oversee projects to improve the programs processes within the group for both paper and magnetic media report processing and monitor activities to ensure conformity with goals and policies;
- Manage the magnetic media reporting process and develop effective outreach and compliance strategies for noncompliant holder reports;
- Manage workloads by ensuring that adequate systems are in place to maintain accurate inventory and aging data;
- Redirect resources and determine other appropriate actions when backlogs occur;
- Oversee the development and implementation of adequate procedures and policies to process reports of unclaimed property;
- Coordinate hiring and training of personnel;
- Evaluate employee performance and prepare probationary reports;
- Oversee the development and maintenance of publications to inform holders of proper reporting

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procedures and formats;

- Assist supervisors with the most complex and sensitive report problems;
- Act as a member of the UCP management team in developing solutions to issues and business plans.

DESIRABLE QUALIFICATIONS:

- Highly motivated;
- Multitasking;
- Good judgment;
- Strong interpersonal skills;
- Experience/Skills with production management;
- Organized in managing work and meeting deadlines;
- Demonstrated ability to act independently with flexibility and tact;
- Knowledge of the principles and practices of employee supervision, development and training.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office
Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Maria Martinez
Reference 0915.ADM2, 051-550-4800-024 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).