



Controller Betty T. Yee

California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-8579.

Position:

(281) Staff Services Manager I

Position #:

051-550-4800-042

Salary Range:

\$6,124 - \$7,608

Issue Date:

10/7/2020

Contact:

James Martin (916) 464-6251

Location:

Unclaimed Property Division
10600 White Rock Road
Rancho Cordova, CA 95670

Final Filing**Date:**

10/20/2020

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply.

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.

Submit application package electronically via your CalCareers account or to address below:

State Controller's Office
Human Resources Office
ATTN: Classification Unit - AM
300 Capitol Mall, Ste. 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application package must include either ARF #58 or Position #051-550-4800-042 in the job title section. Application received without this information may be rejected.

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

The following link outlines a summary of benefits available to state employees:

<https://www.calhr.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

Special Instructions: Please submit a resume with your application. Applicants are required to provide their employment history on their application. Reference to "see resume" will be disqualified from the recruitment.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

Under the general direction of the Staff Services Manager II, Business, Investigator and Claims Support Section, Consumer Services Bureau, the Staff Services Manager I (SSM I) is responsible for managing, planning, directing and controlling the activities of the Investigator Claims Unit. This unit evaluates and approves Investigator claims for unclaimed property, performs quality assurance of claims activity, oversees studies and analysis conducted to improve procedural and program efficiencies, compiles and evaluates data to develop trends and analysis, and determines training needs. The SSM I is the first working supervisor level and supervises a group of professional and technical staff. Duties include, but are not limited to the following:

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

- 1 Communicate roles, responsibilities, standards, procedures, policies and guidelines for conduct and performance of tasks. Maintain, support and incorporate effective personnel management practices in all aspects of managing and supervising staff. This includes preparing probation reports, evaluating staff, hiring staff and implementing effective training.
- 1 Develop and monitor production and staffing plans to ensure that claims for unclaimed property are evaluated and approved within the 180-day legal requirement; assist staff with the most complex and sensitive claims. Review staff work product to ensure policies and procedures are being followed.
- 1 Manage workloads by ensuring that adequate systems are in place to maintain accurate inventory and aging data. Identify performance trends using metrics and variances to develop forecasting reports to proactively redirect resources and determine other appropriate actions needed before backlogs occur.
- 1 Evaluate current program operations, initiate, and oversee projects to improve the processes within the group and monitor activities to ensure conformity with goals and policies.
- 1 Maintain daily management information reports, ensure responses to inquiries are accurate and consistent, protect the integrity of information released to the public and the quality of service provided is courteous and professional.
- 1 Act as a member of the Unclaimed Property Division management team in developing solutions to issues and business plans.
- 1 Provide backup assistance to QAR SSM I to ensure timely approval and payment of high value claims.

Desirable Qualifications:

- 1 Knowledge of principles and trends of public administration, including management and staff services' practices, such as collective bargaining, personnel services, planning, program evaluation, and other related areas.
- 1 Strong supervisory abilities and knowledge of progressive discipline process.
- 1 Demonstrated ability to act independently with flexibility and tact.
- 1 Excellent communication skills.
- 1 Experience in effecting change to improve quality and efficiency.
- 1 Strong interpersonal and multitasking skills.

- 1 Excellent organization, research and analytical skills with attention to detail.
- 1 Ability to work well with changing assignments and priorities.
- 1 Able to work within a management team environment.
- 1 High level of independence and initiative.
- 1 Good judgment.
- 1 Organized in managing work and meeting deadlines.
- 1 Experience in Microsoft Word, Excel, SharePoint, and PowerPoint.
- 1 Leadership style that is involved, collaborative, and participatory.

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, hair style and texture, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Rev. 02/2020