

**SHADED AREA FOR HUMAN RESOURCES ONLY**

|  |  |  |                     |
|--|--|--|---------------------|
|  |  | DATE<br>5/18/2016  | H.R. APPROVAL<br>VP |
| PC #<br>2245   |  | POSITION NUMBER (Agency - Unit - Class - Serial)<br>175-407-4800-001 |                     |
| BUREAU SECTION<br>Administration-Business Services Office  |  | CLASS TITLE<br>Staff Services Manager I (Supervisor)                 |                     |
| WORKING DAYS AND WORKING HOURS<br>through 8 a.m. to 5 p.m.   |  | INCUMBENT  |                     |
| YOU ARE A VALUED MEMBER OF THE CALIFORNIA STATE LIBRARY'S (CSL) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE CSL 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 WHO WORKS WITH YOU.  |  |  |                     |
| BRIEFLY (1-4 SENTENCES) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS<br>Under the direction of the Administrative Services Bureau Chief (CEA), the incumbent directs the activities of the Department's Business Services Office (BSO) section, including facilities, mail services, service contracts and procurement/purchasing of goods, Small Business and Disabled Veteran Business Enterprise (SB/DVBE), records, forms, vehicle, asset/property, P Card, security, and recycle management programs. |  |  |                     |
| % 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.   |  |                     |
| 55%  | <p><b>ESSENTIAL FUNCTIONS:</b></p> <p><b>SUPERVISION</b><br/>           Oversee and direct all functional aspects of the BSO section including mailroom services, facilities access, maintenance, acquisition and planning, telecommunications, property control, inventory and surplus, service contracts, purchasing of goods, SB/DVBE, records management, forms, vehicle, asset, P Card, records management, facility management, and security programs and guards, and special projects to support the Library, Administrative Services Bureau, and BSO. Plan, assign, supervise, review, and evaluate the work of subordinate staff and participate in all employee-related matters such as recruitment, selection, training, evaluations, and discipline for the BSO section.</p> <p>Ensure and oversee client mailroom services including the preparation, delivery and pick up of materials for delivery to clients or shipment through USPS, Fed Ex, UPS, and other mail delivery systems. Oversee and ensure shipment of library materials to other cooperating libraries under the Library's Inter-library loan program. Personally perform mailroom services when necessary or required.</p> <p>Oversee processing of confidential document destruction. Oversee reception, processing and inventory of all incoming goods, equipment and services. Ensures asset management, property control and surplus, and tracking. Oversee the State Library's fleet management, including the fueling and servicing of vehicles, assisting Library employees with their transportation needs, and the completion of monthly reports to the Office of Fleet Asset Management (DGS).</p> <p>Act as project manager providing oversight and coordination of facility projects. Oversee the coordination of site searches for office space with clients and the Department of General Services. Independently initiate and/or oversee contracts and solicits bids for movers, furniture, data and phone cabling, and related goods and services according to client need. Oversee staff acting as single points of contact between clients, the Department of General Services and vendors providing goods and services. Meet regularly with DGS staff to act as an advocate for the State Library.</p> <p>Oversee and/or coordinate event set-up and take-down for all events, exhibits and meetings held in the Library and Courts buildings. Ensures web "ticket" requests are fulfilled as appropriate.</p> <p>Ensure work control orders/requests are fulfilled. Inspect all completed facility work and resolve any discrepancies, process and forward approved invoices to the Department's Accounting Office for payment.</p> |  |                     |

|     |  |
|-----|--|
|     | <p>Oversee the management and administration of the State Library's (essential business) records program for compliance with the State Government Code in the areas of creating records, using records, keeping and managing records and records disposal. Serve as the State Library's liaison with DGS regarding records management. Oversee and provide consultation to clients in preparing records for storage including the development of required documentation and advise clients regarding the process for retrieving records from storage including the development of required documentation. Analyze and approve client requests for off-site storage of records. Manage and oversee R Street warehouse storage facility.</p>   |
| 20% | <p><b>DEPARTMENTAL PROCUREMENT AND CONTRACTS</b><br/>           Act as the Procurement and Contracting Officer (PCO) for the Library, accountable for the Library's procurement authority delegated by the Department of General Services (DGS). Oversee the day-to-day procurement activities conducted under the department's purchasing authority. Ensure all departmental procurement and contracting activities fully comply with State law, appropriations, regulations, executive orders, policies, procedures, best practices, Fi\$Cal, and the DGS Purchasing Authority Manual; ensure departmental policies and procedures are consistent with all. Provide the necessary resources to ensure all staff are properly qualified and trained in all aspects of the procurement process. Review and approve the department's purchasing authority application prior to submission to DGS. Serve as the department's signatory on purchasing program compliance review reports.</p> <p>Provide departmental review and approval (as designated by the department's delegation authority) of the non-IT services contracts, services contracts, and non-IT and IT purchase orders for compliance with the Fi\$Cal, State Administrative Manual (SAM), State Contracting Manual (SCM), Purchasing Authority Manual (PAM), Government Code, Public Contract Code, and other departmental and DGS policies and procedures.</p>                                   |
| 20% | <p><b>REPRESENTATION AND CONSULTATION</b><br/>           Serve as the primary liaison between the department and higher control agency levels. Represent the State Library at meetings and conferences related to facility, contracting, purchasing, records, forms, P Card, vehicle, asset, and recycle management programs, functions, and matters. Provide consultation to Departmental managers regarding BSO programs.</p> <p>Assess and analyze the Library's business management service needs. Make recommendations to the Bureau Chief for improvements to better meet the needs of the BSO and its clients. Ensure that all mandated reports including Small Business and Disabled Veterans Business Enterprise, Asset Management, and Forms Management are completed accurately and submitted timely to the appropriate control agency.</p> <p>Propose and recommend policies required to effectively administer BSO programs. Oversee the establishment of written procedures for BSO programs, incorporate changes to laws and rules as required, and ensure all staff work together cooperatively, efficiently and effectively. Set priorities, monitor work progress and assist in resolving the most complex issues; assist in the interpretation of laws, rules, regulations, policies, and procedures. Develop and maintain desk manuals, guidelines, memorandums, and other forms of written communication to assist BSO staff and clients.</p> |
| 5%  | <p><b>MISCELLANEOUS</b><br/>           Complete special projects and analysis when requested. Regularly (monthly) conduct site visits to the Library's San Francisco (Sutro) site to ensure business service objectives are met, facility maintenance compliance, and work control order completion.</p>   |
|     | <p><b>MARGINAL FUNCTIONS</b><br/>           None</p>   |

Supervision Received

The Staff Services Manager I (SSM I) reports directly to and receives the majority of assignments from the Administrative Services Bureau Chief (CEA); however, direction and assignments may also come from the State Librarian and Deputy State Librarian.

Supervision Exercised

The SSM I directly supervises the Business Services Office (BSO) section; a group of technical and professional level staff that provide essential services relating to the Department's facilities, contracting, purchasing of goods, records, vehicle, CalCard, property, and recycle management programs' needs.

Administrative Responsibility

The SSM I is responsible for planning and managing the staff and fiscal resources of the BSO.

Personal Contacts

The SSM I has frequent contact with the Department of General Services, Contracting and Procurement Divisions, vendors, and State Library Executive management. The SSM I has daily contact with the Administrative Services Bureau Chief, BSO staff, and departmental staff. The SSM I has occasional contact with other departments' management and executive staff, and private entities.

Actions and Consequences

The consequence of error is significant. Failure to establish internal procedures and controls in accordance with control agency and legal requirements could result in compliance lapses, illegal contracts and purchases, inefficient asset management, and the State Library losing delegated authority.

Functional Requirements

The incumbent may work up to 40 hours per week in an office setting, with artificial light and temperature control. However, longer work weeks may be necessary to accomplish the managerial responsibilities within the BSO. Daily access to and use of a personal computer and telephone (80+%) is essential. Sitting and standing requirements are consistent with office work. Computer work is not typically heavy or repetitive. Incumbent is expected to travel occasionally (≤5%), when necessary to visit the Library's San Francisco site, attend forums and meetings or to provide consultation or training, etc. Ability to occasionally move moderate to heavy equipment or furniture when necessary is expected. Ability to operate mail machines and distribute mail is expected.

Other Information

This position often acts independently and requires high level of discretion, as very sensitive, political, and visible business services related matters are frequently subject to consultation, review, and/or recommendation. Incumbent must possess good communication skills, use good judgement in decision making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to State Library management and staff needs. Knowledge of the DGS' Real Estate Division, state contracting and purchasing processes, Public Contract Code, and SAM is necessary to perform the duties of this position satisfactorily.

*The statements contained in this job description 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 to balance the workload.*

I CERTIFY THAT THIS JOB DESCRIPTION REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH AND HAVE PROVIDED A COPY OF THIS JOB DESCRIPTION TO THE EMPLOYEE NAMED ABOVE.

|                           |                        |      |
|---------------------------|------------------------|------|
| SUPERVISOR'S NAME (PRINT) | SUPERVISOR'S SIGNATURE | DATE |
|---------------------------|------------------------|------|

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE JOB DESCRIPTION AND I CERTIFY THAT I POSSESS ESSENTIAL PERSONAL QUALIFICATIONS INCLUDING INTEGRITY, INITIATIVE, DEPENDABILITY, GOOD JUDGMENT, AND ABILITY TO WORK COOPERATIVELY WITH OTHERS; AND A STATE OF HEALTH CONSISTENT WITH THE ABILITY TO PERFORM THE ASSIGNED DUTIES AS DESCRIBED ABOVE WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR SUPERVISOR WHO WILL DISCUSS YOUR CONCERNS WITH THE HEALTH AND SAFETY OFFICER.)

|                         |                      |      |
|-------------------------|----------------------|------|
| EMPLOYEE'S NAME (PRINT) | EMPLOYEE'S SIGNATURE | DATE |
|-------------------------|----------------------|------|