

DUTY STATEMENT**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**

RPA-

24-0008

EFFECTIVE DATE:

XX/XX/24

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| NAME OF AGENCY California Gambling Control Commission (Commission) | POSITION NUMBER (Agency - Unit - Class - Serial) 293-400-4800-003 |
| UNIT NAME AND CITY LOCATED Licensing Division – Sacramento | CLASS TITLE Staff Services Manager I (Specialist) |
| WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m. | SPECIFIC LOCATION ASSIGNED TO Sacramento |
| PROPOSED INCUMBENT (If known) | CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 293-400-4800-003 |
| 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 WHO WORKS WITH YOU. | |
| CALIFORNIA GAMBLING CONTROL COMMISSION MISSION | |
| We are committed to protecting the public by ensuring integrity and justice in the controlled gambling industry through effective regulations and fair application of the law. | |
| COMMITMENT TO DIVERSITY, EQUITY AND INCLUSION | |
| The California Gambling Control Commission (CGCC) is committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. The CGCC is proud to foster inclusion and representation at all levels of the Department. | |
| BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Deputy Director, Licensing Division (CEA A), the Staff Services Manager I Specialist (Specialist) serves as the subject matter expert in the Licensing Division. The incumbent is responsible for a wide variety of the more complex and highly technical licensing duties in areas such as legislative/regulatory package review, statistical data tracking/auditing, and maintaining policies/procedures. | |
| % 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> |
| 35% | ESSENTIAL FUNCTIONS: <u>Data Management and Reporting</u> In order to effectively monitor and track Licensing Division Key Performance Indicators (KPIs) using the Online Licensing and Workload Database: <ul style="list-style-type: none"> • Complete thorough monthly statistics of all applications received and completed by the Licensing Division. • Perform data analysis, program report reviews, research and workload measures. • Compile data sets into regular reporting metrics for internal and external stakeholders. • Utilize data to identify process improvements, increase efficiencies and manage risk. • Develop, address and respond to a variety of data-related stakeholder requests. • Ensure data integrity and improve data usage in the decision-making process through accurate data collection and reporting. • Assist in the areas of budgetary functions, ad-hoc requests and departmental drills. • Complete a weekly audit of all time entries made by staff in the Licensing Division. |
| 35% | <u>Subject Matter Expert</u> The Specialist is the subject matter expert responsible for the Commission's licensing functions including: <ul style="list-style-type: none"> • Expert Technical Advisor to Executives and Commissioners. • Review and approve consent calendar items for the CGCC's bi-weekly public licensing meetings. Participate in the CGCC's annual cost and fee analysis, providing analysis and feedback on behalf of the Licensing Division. |

- Ensure all licensing information on the CGCC’s public website remains current and up to date.
- Ensure all Licensing Division information remains current and up to date in the CGCC’s resource binder and onboarding presentation.
- Maintain all Licensing Division document templates.
- Act as a SME on the licensing database replacement project. Participate in project meetings, review technical documentation, provide feedback on behalf of the Licensing Division.

Policy and Procedure Support

20%

In order for the Licensing Division policies and procedures to remain current with the requirements of the Act, Tribal Compacts, State Law and Commission Regulations:

- Assess and modify existing policies and procedures that have an immediate impact to day-to-day operations.
- Develop, implement and evaluate licensing policies and procedures.
- Coordinate and participate in policy planning and support the decision-making process.
- Consult with the Deputy Director and/or Executive Director on sensitive and precedent-setting policies, procedures and regulations.

Other Duties

10%

In order to provide assistance to the Commission with regard to representation on licensing matters:

- Participate in CGCC strategic plan projects, including the regular stakeholder engagement and stakeholder training efforts.
- Track and report and risks identified in the Licensing Division for the State Leadership Accountability Act (SLAA) report developments.
- Prepare responses to inquiries from the Governor’s Office, members of the Legislature, media, public, attorneys representing applicants and other agencies.
- Prepare documentation for the Deputy Director and Executive Director when appearing before Commission members and/or the Legislature.
- Presenting items at a Commission Licensing Meeting in the absence of the Deputy Director or at the request of the Executive Director.
- Perform Special Projects as-needed.
- Act as technical expert to management and staff.

KNOWLEDGE, SKILLS, 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, 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.

DESIRABLE QUALIFICATIONS

- Demonstrated ability working with executive level management.
- Demonstrated proficiency working with Microsoft Office (Outlook, Word, Excel).
- Demonstrated ability to engage in difficult conversations to achieve productive business outcomes.
- Excellent interpersonal communication skills (written and verbal).
- Excellent time management and organizational skills.
- Excellent at exhibiting ownership and accountability.
- Excellent at influencing others in a business environment.
- Excellent research abilities and analytical skills.
- Action-oriented, results-oriented and detailed-oriented.

SPECIAL PERSONAL CHARACTERISTICS

- Highly self-motivated, open-minded, flexible, customer service focused with a high degree of integrity.

WORK ENVIRONMENT, PHYSICAL, OR MENTAL ABILITIES

The employee's workstation is located at 2399 Gateway Oaks Drive, Suite 220 and is equipped with standard or ergonomic office equipment, as appropriate. The incumbent works an average of 40 hours per week. Regular telework may occur as part of the incumbent's ongoing schedule in accordance with CGCC's Telework Policy. The incumbent may be required to report to the office periodically as needed/required. Operating a computer with various software programs, including email and word processing, entering information into a computer database, operating an office or cellular phone, fax, and copier are used on a regular basis.

FINGERPRINTING

Applicants are fingerprinted for the purpose of obtaining criminal records check.

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

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 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