**DUTY STATEMENT**

Classification: Staff Services Manager II (Supervisory)

Name: Vacant

Position Number: 813-009-4801-xxx

Division/Branch: Specialized Services/Business Enterprises Program (009)

Location: Sacramento

Primary Assignment: BEP Manager

**JOB OBJECTIVES:**

Under the general direction of the Specialized Services Division Deputy Director, the Staff Services Manager II (SSM II) oversees the administration of the Department of Rehabilitation’s statewide Business Enterprises Program (BEP) for blind and visually impaired vendors. With an operating budget in excess of $5 million, the SSM II plans, organizes and directs the establishment and management of vending facilities in Federal, State, County, City, public, and private buildings; develops, presents and implements program policy with advice from the California Policy Vendors Committee (CVPC) and other stakeholder participation; and generates, presents and provides fiscal and programmatic data to BEP vendors, division executive leadership, Rehabilitation Services Administration (RSA) and other interested stakeholders. Using initiative, sound judgment, and resourcefulness, the SSM II must analyze situations and resolve problems effectively.

**ESSENTIAL JOB FUNCTIONS:**

25% Plans, organizes and directs the activities of the BEP staff statewide through three subordinate managers. Reviews and approves staff work, arranges for training in support of staff’s Individual Plan for Development (IDP), and other required supervisory functions in compliance with personnel policies and procedures.

20% Plans, promotes and collaborates with local, State and Federal government partners to establish and maintain food service and vending machine operations in Federal, State, County, City, public, and private buildings. Exercises and ensures compliance with mandated statutory existence on federal and state properties and oversees the planning and administration of the budget to support existing and new locations. Responds to federal food service contract opportunities in collaboration with the selected vendor and his/her teaming partner, Contracts and Procurement Section and the Legal Affairs Office.

20% Oversees the analysis, evaluation, and reporting of performance, staffing and fiscal data regarding the level of performance and use of resources in BEP as well as to ensure the delivery of quality services, compliance and parity of service within the program. Directs the program’s data collection to report to RSA, CVPC, and other stakeholders. Develops and implements recommendations for performance and program improvements and solutions, including regulation changes, in consultation with the CVPC and stakeholders.

15% Establishes and administers contractual agreements and procurements in support of vendor operations which includes but not limited to, collaborating with the Department of General Services (DGS), Office of Risk and Insurance Management on BEP vendor insurances (e.g., worker’s compensation, health, liability). Identifies, develops and implements work plans with BEP staff for major procurement efficiencies, including but not limited to moving service contracts to Master Services Agreements, developing public and non-public works contract mechanisms, and responding and implementing DGS efficiencies as noted in the DGS audit within the BEP AWARE system or other areas.

15% Provides leadership to resolve issues with BEP vendors statewide, including the timely handling of complaints and completing second level administrative review of vendor grievances. Works in consultation with the Legal Affairs Office to facilitate, or act as a representative of DOR in Full Evidentiary Hearings and arbitrations.

MARGINAL FUNCTIONS

5% Other duties as assigned in support of divisional and departmental activities.

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**(Employee’s Name) Date**

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**(Supervisor’s Name and Title) Date**

**Original: Employee’s Official Personnel File**

**Copies: Employee and Supervisor’s drop file**