



# 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:**

(290) Staff Services Manager II  
(Supervisory)

**Position #:**

051-550-4801-008

**Salary Range:**

\$6,722 - \$8,352

**Issue Date:**

10/13/2020

**Contact:**

Marisa Garcia-Martinez (916) 464-6053

**Location:**

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

**Final Filing****Date:**

10/26/2020

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 #65 or Position #051-550-4801-008 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, Cover Letter, and Statement of Qualifications (SOQ) with your application. Applicants are required to provide employment history on their application. Reference to see "See Resume" will be disqualified from recruitment.**

The Statement of Qualifications (SOQ) items must be numbered and addressed in the same order as listed; do not consolidate the responses. The SOQ should be no more than two pages in length. The SOQ must provide responses and specific examples for each item listed below to be considered for the position:

1. Describe your leadership and management team experience related to monitoring workloads of varied program areas, establishing and accomplishing strategic and business objectives, analyzing needed program implementation issues, and developing effective courses of action for resolution.
2. Describe your experience organizing and directing multi-level staff including your knowledge of training, staff motivation, recognition, and progressive discipline.

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 Chief of the Consumer Services Bureau, Unclaimed Property Division (UPD), the incumbent is responsible for managing, planning, directing, and controlling the activities of the Claims Evaluation Section. The section is responsible for: evaluating and approving claims for payment of unclaimed property; responding to public inquiries regarding claims and general information, and all the support activities necessary to carry out these responsibilities. The incumbent fosters an environment that promotes the use of teamwork and integrates division and departmental values in the relationship, performance, integrity, and execution of business functions. Duties include, but are not limited to the following:

**Duties and Responsibilities:**

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

- 1 Provide leadership and guidance to supervisors and staff. Establish and communicate roles, responsibilities, standards, procedures, policies, and guidelines for conduct and performance of tasks. Oversee the development and monitoring of production and staffing plans to ensure that claims for unclaimed property are evaluated and claim decisions are rendered within 180 days of receiving claims as required by law. Ensure that good customer service is provided timely by all claim evaluation staff. Approve payment of high value claims and assist staff and management with the most complex and sensitive claims.
- 1 Recommend operational goals and objectives, review and evaluate the section's performance against goals and objectives, and redirect allocated resources as necessary to achieve defined goals.
- 1 Oversee the management of workloads, by ensuring that the section has effective systems in place to maintain accurate statistical data for claims and supporting workloads as well as the execution of established policies and procedures.
- 1 Ensure that program operations are effective and efficient by overseeing the development and implementation of processes and projects that result in streamlining and improving the current program processes within the section. Partner with the Special Operations Unit in developing systems for gathering and analyzing customer service feedback to improve program operations.
- 1 Enforce effective personnel management practices in all aspects of managing and supervising staff including, but not limited to, overseeing timely preparation of probationary reports and employee evaluations within the section, and ensuring timely and appropriate hiring practices are implemented and training programs are developed for claim evaluation staff.
- 1 Act as a member of the management team in developing solutions to issues and completing short and long term planning at the Bureau and Division level.

**Desirable Qualifications:**

- 1 Must possess and have demonstrated clear and concise communication skills.
- 1 Demonstrated ability to develop and deliver high-quality work products and materials.
- 1 Ability to assess and understand issues, and quickly identify the best possible solution(s).
- 1 Ability to identify and implement process improvements and customer service enhancements that result in streamlining work processes, and efficient use of staff resources and system capabilities.
- 1 Excellent organization and research skills with attention to detail.
- 1 Strong supervisory skills, with the ability to lead, mentor, earn staff respect, and inspire confidence.
- 1 Demonstrated ability to act independently with flexibility and tact.
- 1 Proficiency in Microsoft Word, Excel, Access, and PowerPoint.
- 1 Knowledge of the organization and functions of the State Controller's Office and California State Government.

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*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*