

DUTY STATEMENT

GS 907T (REV. 1/98)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-
11730-OHR

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4800-925
UNIT NAME AND CITY LOCATED Classification & Pay Unit- West Sacramento	CLASS TITLE Staff Services Manager I
WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. – 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4800-925

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.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Staff Services Manager II, the incumbent manages analytical staff within the Classification and Pay Unit and provides personnel services to the Department of General Services and numerous boards and commissions. The incumbent will promote and be accountable for customer satisfaction and quality service; and will initiate or recommend changes that promote innovative solutions to meet customer needs.

% of Time

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. *(Use additional sheet if necessary)*

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

All work to be accomplished in accordance with civil service law and rules utilizing the California Code of Regulations, Personnel Management Policy and Procedures Manual (PMPPM), Classification and Pay Guide, Personnel Management Liaison Memos (PMLs), CalHR Pay Letters and State Personnel Board (SPB) Pinkies, the Selection Manual and Federal Uniform Guidelines on Employee Selection, the Personnel Procedures Manual (PPM), and the Benefits Administration Manual (BAM) or issued Human Resources Memorandum.

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

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. I CERTIFY THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB, WITH OR WITHOUT REASONABLE ACCOMMODATION.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

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% of Time	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>
25%	<p>This position is responsible for training and directing staff on the department's (and numerous boards and commissions) classification and pay program issues. The incumbent advises department managers and supervisors on the most complex technical personnel-related issues and provides direction to the Personnel Analysts assigned to the position. The incumbent will provide training and guidance to staff on all aspects of Classification and Pay related work which includes the review and analysis of position allocations and appropriate organizational structures; State hiring processes to ensure legal appointments are made; and provide oversight of the review, approval or denial of requests submitted by DGS Offices and client Boards and Commissions for personnel actions such as requests for Hiring Above Minimum (HAM), Red Circle Rates, Alternate Range Determinations, Pay Differentials, Out-of-Class (OOC) requests, Training and Development (T&D) requests, and Temporary Authorization (TAU) Appointments using the appropriate laws and rules, guidelines and DGS policies and procedures.</p>
20%	<p>Research and analyze a variety of complex and sensitive personnel related matters including, but not limited to, merit issue complaints/grievances, bill analysis, issue memos, special studies and reports utilizing written documentation, Internet resources, SPB and CalHR laws and rules and guidelines in order to prepare and present comprehensive written analyses as requested by management.</p>
15%	<p>In order to meet program goals and objectives, manages and coordinates the daily operations of the Classification and Pay Unit by providing direction, guidance, and leadership to staff, in accordance with DGS policies, procedures and processes for personnel management:</p> <ul style="list-style-type: none"> • Assist in the establishment and implementation of short- and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement. • Responsible for continuous strategic planning resulting in the evaluation and implementation of continuous process improvement. • Communicate program goals, objectives and expectations for the Classification and Pay Unit. • Assigns workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes. • Provide on-the-job training, methods, priorities and deadlines and approves formal training necessary to perform tasks effectively. • Assign projects, reviews for accuracy and completeness, and confers on all aspects of the personnel management process including the hiring, promotion, and retention of qualified employees. • Train and counsel unit staff on proper personnel management policies and procedures and consistency in application of civil service law and rules. • Evaluate progress towards successful completion of assignments or projects by assessing available resources using input from supervisors.

10%	<p>In order to manage personnel services provided by the Classification and Pay Unit, the incumbent develops and recommends policies and procedures using knowledge of, and having access to, current and changing personnel practices and trends gleaned from within the department, other state departments, and the private sector:</p> <ul style="list-style-type: none"> • Formulate, revise and/or review personnel policies that are consistent with mandates imposed by control agencies to ensure compliance with merit principles and civil service law and rules for the hiring, promotion, and retention of qualified individuals by researching existing and changing government codes, labor laws, regulations, and rules. • Propose and implement development of strategies to maximize best practices and increase the department's effectiveness in hiring, promoting and retaining qualified individuals in compliance with the merit system and civil service laws and rules. • Review proposed legislation to determine impact on the operation of the department or the state and provides recommendations on the process for implementing passed legislation.
10%	<p>Work with programs to revise existing specifications and allocations standards; and creates new specifications and allocation standards as requested by DGS Offices and clients in order to reflect legal duties being performed, appropriate Minimum Qualifications, etc., participating with subordinate staff:</p> <ul style="list-style-type: none"> • Meet with program staff and managers, including CalHR staff. • Research various aspects such as recruitment and retention and comparable issues in state service and private sector. • Meet with DGS Labor Relations and, as needed, appropriate unions; notifying other departments who have same or impacted classes.
5%	<p>In order to establish and maintain effective communication channels and to represent the Classification and Pay Unit on current personnel management issues, the incumbent:</p> <ul style="list-style-type: none"> • Attend and participate in meetings and briefings with HR management, the Director, Chief Deputy Director, Deputy Directors, Client Agency Executive Officers/Directors, Office/Branch Chiefs, and executive level management and staff at CalHR, SPB, SCO, CalPERS, and DOF. • Establish and maintain cooperative relationships within the department and with other state agencies through presentations, forums, meetings and other forms of communications. • Represent the Department at meetings and conferences on personnel management issues. • Attends and provides testimony for CalHR/SPB hearings regarding personnel management issues by reviewing relevant records. • Act as a member of the OHR management team, participating in policy making at the office and department level and is accessible and open to input and recommendations on service improvement. • Provide training to personnel liaisons, managers and supervisors on personnel policies and procedures in order to introduce new processes, train new staff, and keep personnel knowledge current utilizing various available training materials or developing necessary training materials.
5%	<p>In order to supervise staff and maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time or accurate reporting to the Office of Fiscal Services (OFS) for the billing of services for clients through the use of the Project Accounting & Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and SPB or CalHR laws and rules:</p> <ul style="list-style-type: none"> • Grant or deny subordinate staff request for time off or requests to work overtime. • Ensure subordinate staff has sufficient leave credits available for the leave requested. • Approve PAL entries for subordinate staff on dock or AWOL on or before the designated State Controller's Office (SCO) semi-monthly or monthly payroll cut-off date. This is to ensure the correct issuance of a SCO warrant for pay day.

- Approve or disapprove PAL entries for subordinate staff within three working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee and proper billing to clients for services rendered.
- Provide training to ensure staff is successful in job performance and knowledgeable in personnel processes and procedures.
- Mentor and counsel staff on performance issues.
- Document employee performance and prepares probe reports and Individual Development Plans (IDP).

5%

Prepare Exempt Position Requests following up with the Government Operations Agency or Governor's Office to obtain appointment approval on exempt hires as directed by DGS or Agency management. May assist in gathering required exempt appointment documents. Prepare Career Executive Assignment (CEA) proposals following up with SPB and CalHR to obtain CEA allocation and level approval as directed by DGS management.

MARGINAL FUNCTIONS

5%

Facilitate layoff, surplus and SROA processes as required by the scope of layoff in accordance with the above guidelines by running reports, tracking vacancies, identifying promotional paths, preparing seniority scores, conducting informational sessions, meeting with employees, and other related activities.

DESIRABLE QUALIFICATIONS

- Extensive knowledge of current Personnel policies, practices, trends, and strategic plans.
- Experience developing and implementing HR policies and practices statewide.
- Experience supervising or managing the full range of human resources functions, especially classification and pay, personnel transactions, and examinations.
- Experience working with both departmental and office teams resolving various personnel-related issues.
- Experience handling multiple courses of action simultaneously.
- Experience working with control agencies to resolve sensitive issues.
- Experience directing and motivating teams.
- Ability to express ideas and information in written form clearly, accurately, and in an organized manner.

SPECIAL PERSONAL CHARACTERISTICS

- Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.
- Ability to express ideas and facts orally in a clear and understandable manner.
- Ability to make decisions that consider relevant facts and information, potential risks and benefits, and short and long-term consequences or alternatives.
- Ability to anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using innovative and creative approaches.

INTERPERSONAL SKILLS

- Ability to motivate; work cooperatively with all levels in the organization; gain, as well as give, confidence and trust of others.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

- Business dress in accordance to office environment.
- Select, access, and use necessary information, data, and communications-related technologies, such as personal computer applications, telecommunications equipment, Internet, voice mail, email, etc.
- Work well in stressful situations.
- Meet critical deadlines.
- Multi-task with changing priorities.
- Solve problems by selecting and applying appropriate methods such as quantitative reasoning.