

## Personnel Operations Manual Overview

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**Purpose** This overview is to provide you with a brief description and services provided to the DGS and its client agencies by the Office of Human Resources. It also identifies specific topics management must be aware of and provides resources for information. The following table identifies the program and area of responsibility.

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**Area of responsibility** The Office of Human Resources' (OHR) area of responsibility includes:

- Personnel operations, which includes classification and pay
- Personnel transactions, which is payroll and benefits administration
- Selection, which includes testing and certification of employment lists
- Training and performance enhancement, which includes but is not limited to, performance consultation, training, merit award administration, and employee assistance
- Labor relations

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**Classification and Pay Unit** The Classification and Pay Unit, within the Personnel Operations Section of the OHR administers the classification and pay program. The areas of responsibility include:

- Makes allocation (classification) determinations
- Assists offices in preparing essential functions duty statements/key position descriptions
- Provides essential functions duty statement training to supervisors, managers and personnel liaisons
- Makes recommendations on organizational changes
- Prepares State Personnel Board (SPB) items to change or create new classes or justify Career Executive Assignments (CEA)
- Advises management on policies, procedures, laws, and rules
- Provides career counseling to employees
- Provides training to supervisors and manager on human resources
- Advises programs on staffing structures (new or revised)

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### **Personnel Transactions Unit**

The Personnel Transactions Unit (PTU) within Personnel Operations administers the payroll and benefits program. The areas of responsibility include:

- Maintains leave records, employment, and pay histories
  - Processes payroll, appointment, separation, and benefit documents
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### **Selection Unit**

The Selection Unit within Personnel Operations administers examinations and certifies employment lists. The areas of responsibility include:

- Annual examination planning, which includes:  
Evaluation and prioritization of examination requests
  - Examination administration, which includes:  
Consultation with Offices to assess the type of examination needed  
Consultation with Subject Matter Experts (SME) to determine and develop various components of the examination
  - Certifying employment lists, which includes:  
Interpreting and applying applicable certification laws and rules  
Requesting certified employment lists from control agency  
Notifying employment list candidates of a vacancy  
Clearing the certified employment list upon selection of candidate
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### **Training and Performance Enhancement Section**

The Training and Performance Enhancement Section of the Office of Human Resources is responsible for the following areas:

- Performance development assessment, planning and service referrals
  - Employee Assistance Program services and referrals
  - In-house training and referrals
  - Awards Program administration
  - Mentoring Program administration
  - Drug Program administration
  - Adverse Action process information and direction
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### Labor Relations Office

The Labor Relations Office within the Office of Human Resources is responsible for the following:

- Memorandum of Understanding (MOU) language interpretation
  - Participates in MOU negotiations
  - Dills Act (authorizes processes for determining the wages, hours, and terms and conditions of employment for rank-and-file and supervisory employees)
  - Employee grievances and complaints
  - Employee representation rights
  - Employee time off related to MOU matters
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### Resources

There are a variety of resources available to you related to personnel management issues. A few of these resources include:

- Your Classification and Pay (C&P) Analyst
  - Your Personnel Specialist (PS)
  - The CA Department of Human Resources web site [www.calhr.ca.gov](http://www.calhr.ca.gov)
  - The State Personnel Board web site [www.spb.ca.gov](http://www.spb.ca.gov)
  - The DGS Intranet <http://www.dgs.ca.gov/ohr/Home.aspx>
  - Managers' and Supervisors' web site (under the Human Resources (HR) web site)
  - The Certification Specialist
  - An Examination Analyst
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