

**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-10463

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Office of Human Resources	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-280-4801-001
<b>UNIT NAME AND CITY LOCATED</b> Exams/Constructive Intervention/Return-to-Work	<b>CLASS TITLE</b> Staff Services Manager II
<b>WORKING HOURS/SCHEDULE TO BE WORKED</b> 8:00 a.m. – 5:00 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> Sacramento
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b>

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 Personnel Officer (Staff Services Manager III), the incumbent manages the Office of Human Resources Examination, Constructive Intervention and Return-to-Work Units that provide personnel services to the Department of General Services and approximately 18 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)*

**ESSENTIAL FUNCTIONS**

All work to be accomplished in accordance with civil service laws and rules utilizing the California Code of Regulations, Personnel Management Policy and Procedures Manual (PMPPM), Classification and Pay Guide, Personnel Management Liaison Memos (PMLs), California Department of Human Resources (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), Personnel Operations Manual (POM) 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
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**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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**DUTY STATEMENT**

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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>
35%	<p>In order to meet program goals and objectives, oversees subordinate managers that coordinate the daily operations of the Examination, Constructive Intervention and the Return-to-Work Units by providing direction, guidance, and leadership in accordance with DGS policies, procedures and processes for personnel management:</p> <ul style="list-style-type: none"> <li>• Oversee the development, recommendation, and implementation of short-and long-term organizational goals, objectives, policies, and operating procedures; monitor and evaluate operational effectiveness and make recommendations for changes required for improvement.</li> <li>• Responsible for ongoing strategic planning resulting in the evaluation and implementation of continuous process improvement.</li> <li>• Communicate to staff and OHR's clients the program goals, objectives and expectations for the Examinations, Constructive Intervention and Return--to-Unit.</li> <li>• Assign and track workload to subordinate managers and provide comprehensive expectations on assignments, tasks and desired outcomes.</li> <li>• Provide training, information on methods, priorities and deadlines, and approves formal training necessary to perform tasks effectively.</li> <li>• Assign projects, review for accuracy and completeness, and confer on all aspects of the personnel management process including the hiring, promotion, and retention of qualified employees.</li> <li>• Train and counsel staff on proper personnel management policies and procedures and consistency in application of civil service laws and rules.</li> <li>• Evaluate progress towards successful completion of assignments or projects by assessing available resources and time constraints. As necessary, obtain additional resources and/or negotiates changes in established timeframes.</li> </ul>
30%	<p>In order to manage personnel services provided by the Examination, Constructive Intervention and Return-to-Work Units, the incumbent recommends, implements, and monitors policies and procedures by 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"> <li>• Formulate, revise and review personnel policies that are consistent with mandates imposed by control agencies to ensure compliance with merit principles and civil service laws and rules for Civil Service examinations, constructive intervention and return-to-work by researching existing and changing government codes, labor laws, regulations, and rules.</li> <li>• Propose and implement development of strategies to maximize best practices and increase the department's effectiveness in examinations, constructive intervention and return-to-work in compliance with the merit system, civil service laws and rules, governmental codes, labor laws, and regulations.</li> <li>• Review proposed legislation to determine impact on the operation of the department or the state and provide recommendations on the process for implementing passed legislation.</li> <li>• Responsible for development, implementation, maintenance, and disposition of personnel records in accordance with the approved records retention schedule.</li> </ul>
30%	<p>In order to establish and maintain effective communication channels and to represent the Examination, Constructive Intervention and Return-to-Work Units on current personnel management issues, the incumbent:</p> <ul style="list-style-type: none"> <li>• Attends and participates 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.</li> <li>• Establishes and maintains cooperative relationships within the department and with other state agencies through presentations, forums, meetings and other forms of communications.</li> </ul>

5%

- Represents the Department at meetings and conferences on examination/selection, constructive intervention and return-to-work management issues.
- Attends and provides testimony for CalHR/SPB hearings regarding examination/selection, constructive intervention and return-to-work management issues by reviewing relevant records.
- Acts 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.

In order to 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 provisions, and SPB or CalHR laws and rules:

- Grant or deny subordinate staff requests for time off or requests to work overtime.
- Ensure subordinate staff have 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.

**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 Examinations, Constructive Intervention and Return-to-Work.
- Experience working with both departmental and office teams resolving various personnel-related issues.
- Experience directing and motivating teams.
- Ability to express ideas and information in written form clearly, accurately, and in an organized manner.
- Ability to express ideas and facts orally in a clear and understandable manner.
- Ability to motivate; work cooperatively with all levels in the organization; gain, as well as give, confidence and trust of others.
- 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.

**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.
- Handle stress well.
- Meet critical deadlines.
- Multi-task with changing priorities.
- Solve problems by selecting and applying appropriate methods such as quantitative reasoning.