

# 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- <b>OHR-10719</b>	EFFECTIVE DATE:
--------------------------	-----------------

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5142-038
UNIT NAME AND CITY LOCATED Constructive Intervention Unit – West Sacramento	CLASS TITLE Associate Personnel Analyst
WORKING HOURS/SCHEDULE TO BE WORKED Monday – Friday, Days 8:00 a.m. – 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 7 <sup>th</sup> Floor
PROPOSED INCUMBENT (if known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5142-038

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 direction of the Staff Services Manager I, the incumbent performs analytical personnel work relating to the Constructive Intervention process; acts as a staff specialist to all levels of supervisory and managerial staff of assigned divisions and client agencies in conducting internal investigations of alleged employee misconduct (excluding discrimination or sexual harassment investigations); develops appropriate interventions through coordination with other units/organizations including Personnel Transactions, Disabilities Transactions, Classification and Pay, Labor Relations, Employee Assistance Program, Workers' Compensation, Reasonable/Medical Accommodation, Health and Safety, EEO, Legal, CalHR, SPB, EDD, and employee labor unions.

% 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**  
The Department of General Services' (DGS) Core Values and Employee Expectations 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 employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

All work is 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 Human Resources (CalHR) Pay Letters and State Personnel Board (SPB) Pinkies, Guide to Employee Conduct & Discipline, Memorandums of Understanding, Adverse Action Manual, Precedential Decisions, Employee Assistance Program, Mediation Program, the Selection Manual and Federal Uniform Guidelines on Employee Selection, or issued Human Resources Memorandum.

**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
-------------------------	----------------------	------

**DUTY STATEMENT**

GS 907T (REV. 1/98)

% 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><b>Essential Functions</b></p> <p>In order to assist managers and supervisors in the understanding and effective utilization of the constructive intervention process for correcting employee performance:</p> <ul style="list-style-type: none"> <li>• Handles complex and/or sensitive performance issues and advises management on those issues that may escalate or jeopardize management, the employee, or the department</li> <li>• Consults with and advises managers and supervisors regarding personnel interventions, including advisement regarding various steps of constructive intervention focusing on prevention to ensure employee success and resources for addressing employee performance issues</li> <li>• Consults with and advises managers and supervisors on steps to be taken once a formal disciplinary action is agreed upon</li> <li>• Assesses employee performance gaps in relationship to department or division objectives, expectations and employee's duty statement</li> <li>• Identifies intervention options in response to assessment results, and recommends appropriate and effective steps to remedy performance gaps</li> <li>• Reviews and analyzes managers' and supervisors' documentation regarding employee performance to ensure thoroughness, specificity, accuracy and consistency with sound personnel management practices</li> <li>• Works collaboratively and coordinates with the program managers, Office of Legal Services, Labor Relations staff, Equal Employment Opportunity Staff and Return to Work staff to ensure all perspectives are considered and addressed on discipline issues by providing relevant information and documentation regarding personnel histories</li> <li>• Logs formal actions, rejections during probation and AWOL separations into DGS database to ensure cases are tracked, followed up on and updated throughout the process to full closure of case</li> <li>• Purges official personnel files of actions and related documents based on stipulated agreements</li> <li>• Keeps abreast of laws and rules governing civil service, CalHR and SPB decisions on AWOL Separations, Adverse Actions and Rejections during Probation, and other changes that affect the constructive intervention process to ensure DGS compliance in order to maintain expertise in the disciplinary field, as well as medical and equal employment elements</li> </ul>
20%	<p>In order to assess the validity of complaints regarding employee misconduct or workplace violence, and determine the facts of the complaints to ensure recommendations are fair and appropriate, the incumbent performs internal investigations (formal and informal) by performing the following:</p> <ul style="list-style-type: none"> <li>• Responds to Workplace violence (WPV) calls and requests for investigations; completes WPV intake process</li> <li>• Assists program management to determine if an employee is a threat and if employee(s) should be removed from the workplace and placed on Administrative Time Off (ATO) by conducting the assessment</li> <li>• Discusses conduct/behavior/performance issue with OHR Management on ATO request or appropriateness of ATO; obtains OHR Chief approval to utilize ATO for disciplinary issues</li> <li>• Conducts investigations of allegations in complaints independently by gathering background information and evidence</li> <li>• Gathers, examines, researches and interprets a variety of records to secure or verify information concerning suspected violations, such as rules, policies, procedures, collective bargaining agreements, letters, correspondence, time cards, PAL history, State Controller employment history, travel expense reports, calendars, telephone records, e-mail(s), and computer data</li> <li>• Identifies and locates potential witnesses, complainants, victim(s), and employee(s), or other persons involved in the complaint</li> <li>• Prepares questions and conducts investigative interviews</li> <li>• Compiles and analyzes investigative documents, evidence and interviews</li> <li>• Analyzes discovery materials for proposed formal actions</li> <li>• Establishes and maintains secure investigation files and records</li> <li>• Analyzes data that has been gathered and independently develops conclusions</li> <li>• Confers with the Office of Legal Services as needed</li> <li>• Prepares reports on findings of investigations with appropriate recommendations</li> <li>• Assists and advises program managers in conducting complex, short-term investigations</li> </ul>

## Essential Functions (Continued)

20%

In order to assist managers and supervisors in the understanding of personnel management and constructive intervention, serves as a trainer on various related topics:

- Trains new supervisors on Workplace Violence Prevention, Constructive Intervention and Probationary Reports
- Provides training to smaller groups on various subjects, such as Individual Development Plans (IDP) and annual Performance Evaluations, Work Improvement Plans, managing attendance problems, and monitoring and documentation
- Provides need-driven training to client programs on an as-needed basis
- Provides AWOL separation consultations individually, and trains small and large groups
- Promotes early intervention, effective documentation and utilization of department resources

10%

In order to ensure the appropriate policies, procedures and literature of formal administrative action are current, streamline/efficient and effective:

- Assists in the development of policies and procedures related to Constructive Intervention by writing Human Resources Memorandums, drafting proposals and doing research in order to provide consistent direction for employee management activities
- Participates in quality work teams in order to resolve issues, re-engineer processes, develop training, as requested by management
- Promotes constructive intervention-related training courses by developing brochures, sending emails and utilizing other communication techniques to heighten awareness and involvement

10%

In order to ensure the Skelly and Coleman Hearing processes are conducted in a fair, consistent, and legal manner:

- Provides relevant background information to hearing officers
- Acts as note taker for hearings
- Assists with investigating issues addressed in the hearing
- Assists in facilitating Skelly and Coleman Hearing officer training

5%

In order to assist management in the notification of employees or other entities such as SPB, CalHR, SCIF, EDD, and DOJ regarding personnel actions:

- Prepares correspondence relating to service of formal actions, including letters requiring Administrative Time Off
- Prepares results letters for Skelly and Coleman hearing officers
- Prepares letters for AWOL separations and terminations with fault
- Prepares justification letters and responses to unemployment insurance benefit letters following employee separations

### MARGINAL FUNCTIONS

None

### KNOWLEDGE AND ABILITIES

*Knowledge of:* Applying principles and practices of public personnel management; classification and pay principle used in analyzing and describing positions, establishing proper salary levels, and conducting classification and pay surveys; techniques of employee recruitment; employee relations and performance evaluation; test construction and source of test materials; principles, practices, and trends of public administration, and organization and management.

*Skill in:* Applying principles and practices of personnel management efficiently and effectively

*Ability to:* Perform research in various personnel fields; interpret and apply laws, rules, standards, and procedures; develop and administer training programs; analyze and solve difficult technical personnel problems; appraise qualifications of applicants and interview effectively maintain the confidence and cooperation of others; analyze data and present ideas and information effectively; train and supervise subordinates; assume and demonstrate independent responsibility for decisions and actions having broad implications on various aspects of personnel management.

**SPECIAL PERSONAL CHARACTERISTICS:**

- Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.
- Ability to maintain confidentiality of personal information and documents.
- Possess an aptitude for investigative work.
- Possess willingness to learn the practical application of investigative principles.
- Possess willingness to attend additional training on investigative techniques, principles, etc.

**INTERPERSONAL SKILLS:**

- Ability to motivate
- Ability to listen effectively
- Ability to work cooperatively with all levels in the organization
- Ability to gain and to instill the confidence and trust of others

**DESIRABLE QUALIFICATIONS:**

- Extensive knowledge of progressive discipline policies, practices, and trends, including informal and formal corrective actions.
- Experience handling multiple courses of action simultaneously.
- Experience in developing and conducting presentations in various formats to audiences of executive and program management.
- Experience in developing and implementing HR policies and practices statewide.
- Experience working with both departmental and office teams resolving various personnel-related issues.
- Experience working with control agencies to resolve sensitive issues.
- 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.
- Flexibility in understanding and addressing the concerns of Executive and program management.
- Exercise fairness and demonstrate integrity, impartiality and respect.
- Possess experience in gathering and analyzing facts, reasoning logically, drawing valid conclusions and making appropriate recommendations.
- Possess experience in effectively participating in investigations and interviews and possess knowledge of investigation techniques and procedures.
- Demonstrated ability to meet critical deadlines.
- Demonstrated ability to multi-task with changing priorities.
- Demonstrated ability to solve problems by selecting and applying appropriate methods such as quantitative reasoning.

**ADDITIONAL QUALIFICATIONS:**

- 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.
- Stress work environment at times; must be able to handle stress well.
- Travel to other DGS locations will be required.