



EMPLOYMENT OPPORTUNITY

1. RPA # 10802-OHR
ANALYST'S INITIALS
DATE

YOU MUST BE A PERMANENT OR PROBATIONARY STATE EMPLOYEE, A FORMER PERMANENT OR PROBATIONARY EMPLOYEE OR ON AN EMPLOYMENT LIST FOR THIS CLASSIFICATION IN ORDER TO APPLY FOR THIS POSITION.

CLASS TITLE Staff Services Manager I	POSITION NUMBER 306-274-4800-002	TENURE Permanent	TIME BASE Full Time	CBID S01
OFFICE OF Human Resources	LOCATION OF POSITION (CITY or COUNTY) West Sacramento, Yolo County			MONTHLY SALARY \$5,311 to \$6,598
SEND APPLICATION TO: Office of Human Resources 707 3 rd Street, Suite 7-130 West Sacramento, CA 95605 Attn: Molly Ouk	REPORTING LOCATION OF POSITION 707 Third Street, 7th Floor, West Sacramento 95605			
	SHIFT AND WORKING HOURS Days – 8:00 am to 5:00 pm			
	WORKING DAYS, SCHEDULED DAYS OFF Monday through Friday, DAYS OFF: Sat/Sun			
	PUBLIC PHONE NUMBER (916) 376-5385	PUBLIC PHONE NUMBER		
SUPERVISED BY AND CLASS TITLE Staff Services Manager II			FILE BY 12/31/2015	

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.

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.

ESSENTIAL FUNCTIONS OVERVIEW

Under the general direction of the Staff Services Manager II (SSM II), the Staff Services Manager I (Supervisory) (SSM I) supervises and directs the work of the staff of the Departmental Return-To-Work Unit established to facilitate disability payments, minimize the effects of industrial injuries and attempt to accommodate those employees with both temporary and permanent disabilities.

To view the entire duty statement, please click the link below:

[Duty Statement](#)

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, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

CLASS TITLE	POSITION NUMBER	RPA NUMBER	FILE BY
Staff Services Manager I	306-274-4800-002	10802-OHR	12/31/15

DESIRABLE QUALIFICATIONS:

- Extensive knowledge of current Personnel policies, practices, trends, and strategic plans.
- Experience developing and implementing HR policies and practices statewide.
- Experience working with both departmental and office teams resolving various personnel-related issues.
- Experience in Workers' Compensation, Catastrophic Leave, Return-To-Work and Reasonable Accommodation processes and resolving such issues with control agencies, internal and external customers, and others contacted during the course of work.
- Experience in records and claims management systems.
- Experience in various personnel processes and procedures.
- Knowledge and experience in Microsoft Excel and Microsoft Word.
- Experience in supervising or acting in a lead capacity for a small unit.
- Ability to direct, review and evaluate the work of others.
- Ability to facilitate meetings and accommodate the needs of a diverse group of professionals.
- Ability to function effectively in automated environment
- Ability to work in a fast-paced environment and to organize/prioritize workload to meet demands
- Experience handling multiple courses of action simultaneously.
- Experience working with control agencies to resolve sensitive issues.
- Ability to communicate effectively both verbally and in writing.
- 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 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.

SPECIAL PERSONAL CHARACTERISTICS:

- Familiarity and sensitivity to the priorities, missions and goals of the Administration, Department and the Division.
- Evaluate and develop alternatives to resolve complex personnel problems with the highest level of interpersonal and negotiating skills.
- Motivate and influence others toward effective individual or team work performance.
- Use good judgment and discretion.
- Organize and structure work for effective performance and goal attainment and set and balance priorities.

INTERPERSONAL SKILLS:

- Excellent verbal and written communication skills.
- Readily analyze information and draw conclusions.
- Act independently, open-mindedness.
- Work cooperatively and effectively in a matrix management environment.
- Flexible and tactful.
- Work well with a team.
- Receive and follow direction from high level executive staff.
- Maintain required job schedule.
- Focus attention on details and follow work procedures.

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WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:

- Communicate confidently and courteously in a diverse community.
- Formal presentations, both written and verbal, communicated clearly and concisely.
- Appropriate business attire for professional office and construction environments.
- Multiple tasks with changing priorities.
- Meet critical deadlines.
- Travel statewide as necessary to provide training, address program and project issues.

SELECTION CRITERIA

- SROA/Surplus employees are encouraged to apply and will be considered prior to other recruitment methods.
- Transfers, reinstatements, or recruitment from the employment list may be considered.

NOTE: All applicants must meet the minimum qualifications for the classification in order to be eligible for appointment or transfer to the position. Your application must clearly demonstrate how your experience meets those qualifications. View the minimum qualifications listed in the Class Specification below:

[Staff Services Manager Minimum Qualifications.](#)

HOW TO APPLY

If interested, please submit a completed standard State application (Std. 678), a cover letter, your test results (if applicable), and any other necessary documentation (college transcripts, etc) to the address at the top of this bulletin.

Emailed applications will not be accepted. Do not include page 5 of the application.

On your application, please list 'RPA# 10802 and indicate your eligibility (list, transfer, etc).

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