

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-

11100-OHR

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4801-xxx
UNIT NAME AND CITY LOCATED Personnel Operations – West Sacramento	CLASS TITLE Staff Services Manager II (Supervisory)
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) 306-271-4801-013

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 Classification and Pay and Customer Resources Units that provide personnel services to the Department of General Services and 16 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.

This position is responsible for providing technical expertise to management and staff involved in complex personnel related issues. The position functions as a personnel expert and is involved in developing, revising and recommending personnel program policy and procedure. Incumbent provides direction to 3 Staff Services Manager Is; and indirectly: 10 Personnel Analysts, and 2 clerical positions. Specifically, the incumbent is responsible for the following tasks:

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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35%	<p>ESSENTIAL FUNCTIONS</p> <p>In order to meet program goals and objectives, oversees subordinate managers that coordinate the daily operations of the Classification and Pay Unit by providing direction, guidance, and leadership in accordance with DGS policies, procedures and processes for personnel management:</p> <ul style="list-style-type: none"> • 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. • Responsible for ongoing strategic planning resulting in the evaluation and implementation of continuous process improvement. • Communicate to staff and OHR's clients the program goals, objectives and expectations for the Classification and Pay Unit. • Assign and track workload to subordinate managers and provide comprehensive expectations on assignments, tasks and desired outcomes. • Provide training, information on methods, priorities and deadlines, and approves formal training necessary to perform tasks effectively. • 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. • Train and counsel staff on proper personnel management policies and procedures and consistency in application of civil service laws and rules. • 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.
35%	<p>In order to manage personnel services provided by the Classification and Pay and Customer Resources 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"> • 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 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 rule. • 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. • Oversee the on-going development and revisions to the Personnel Operations Manual and recommend process improvement to ensure consistent application of laws, rules and policies throughout DGS programs. • Oversee on-going development, revisions and implementation of various training classes related to classification and pay issues (i.e., Essential Function Duty Statements, Supervisor/Manager personnel training)) • Responsible for development, implementation, maintenance, and disposition of personnel records in accordance with the approved records retention schedule.

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20%	<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"> • 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. • Establishes and maintains cooperative relationships within the department and with other state agencies through presentations, forums, meetings and other forms of communications. • Represents 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. • 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.
5%	<p>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 DPA laws and rules:</p> <ul style="list-style-type: none"> • 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.
5%	<p>MARGINAL FUNCTIONS</p> <p>Facilitate layoff, surplus and SROA processes as required by the scope of layoff in accordance with the above guidelines by overseeing the running of reports, tracking vacancies, identifying promotional paths, preparing seniority scores, conducting informational sessions, meeting with employees and labor unions, and other related activities.</p> <p>Act as a Coleman and Skelly Hearing Officer in order to adjudicate appeals submitted by departmental employees, using SPB guidelines.</p> <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</p> <ul style="list-style-type: none"> • 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