

**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.

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**11729-OHR**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4800-XXX
UNIT NAME AND CITY LOCATED Examination/Certification Unit- West Sacramento	CLASS TITLE Staff Services Manager I
WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. – 5:00 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known) Fernando Chavez	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4800-XXX

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 Staff Services Manager II, the incumbent manages the staff in the Examination/Certification Unit and provides personnel services to the Department of General Services and numerous 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.

All work to be accomplished in accordance with civil service law and rules utilizing the California Code of Regulations, Personnel Management Policy and Procedures Manual (PMPPM), Classification and Pay Guide, Personnel Management Liaison Memos (PMLs), CalHR Pay Letters and State Personnel Board (SPB) Pinkies, the Selection Manual and Federal Uniform Guidelines on Employee Selection, and 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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25%	<p>This position is responsible for training and directing staff on the department's (and numerous boards and commissions) examination/certification processes. The incumbent advises department managers and supervisors on the most complex technical personnel-related issues and provides direction to the staff assigned to the position. Specifically the incumbent is responsible for the following tasks:</p> <p>Oversees and reviews the work of staff responsible for independently reviewing and analyzing candidate/applicant experience to ensure compliance with SPB Rule 250 to verify minimum qualification requirements of classifications are met:</p> <ul style="list-style-type: none"> <li>• Reviews current DGS processes, other State department processes and implement changes to ensure compliance with new control agency direction of the verification of minimum qualifications.</li> <li>• Educates and trains staff and programs on new minimum qualification processes</li> <li>• Analyzes applicant experience and education from state applications, resumes and/or Statement of Qualifications against the Minimum Qualifications and the filing requirements on various State classifications.</li> <li>• Provides consultation and technical assistance to department managers, staff, and general public on selection issues.</li> <li>• Reviews credentials and required documentation to ensure candidate' possess the legal requirements for appointment.</li> <li>• Prepares candidate rejection and withhold notices and completes withhold process if applicable.</li> <li>• Audits various examination documents/reports from CalHR's on-line system.</li> </ul>
20%	<p>Oversees and reviews the work of staff responsible for independently facilitating Job Analysis sessions in accordance with the above guidelines and the annual exam plan, with subject-matter experts using the WRIPAC Job Analysis Short Method, laptop computers and projectors, and Excel spreadsheets to determine the appropriate exam tool, exam base and exam plan for each exam:</p> <ul style="list-style-type: none"> <li>• Conducts a literature review on the classification, which includes reviewing essential functions duty statements, other department's job analysis data, the internet for information on similar classifications in other jurisdictions, the classification specification, and previous examination material and/or job analysis data.</li> <li>• Develops an initial set of task statements, and knowledge, skills and abilities (KSA's) based on the previous literature review.</li> <li>• Obtains subject-matter experts for the job analysis sessions, laptop and projector equipment, schedules meetings and secures meeting place.</li> <li>• Prepares packages for each member of the job analysis which includes the information compiled from the literature search, and may submit to the members prior to the meeting.</li> <li>• Edits and finalizes initial task statements, ensuring they are comprised of the required five components; edits and finalizes the KSA's, ensuring they are comprised of the required three components, with the input of the subject-matter experts.</li> <li>• Facilitates the ratings of the task statements, knowledge, skills and abilities, and their linkage with the input of the subject-matter experts. Compiles the results of the linkage from worksheets completed by SMEs, which results in a weight for each KSA.</li> <li>• Reviews the appropriate selection method for each KSA which will be tested for and makes a preliminary determination on the appropriate selection tool. Discusses preliminary determination with Selection Unit manager prior to meeting with the subject-matter expert.</li> <li>• Meets with the subject-matter experts to make a final determination on the appropriate selection tool for the examination.</li> </ul>

15%	<p>Oversees and reviews the work of staff responsible for independently facilitating exam development sessions in accordance with the above guidelines and the annual exam plan for civil service exams, including CEA's, with subject-matter experts using the results of the job analysis, laptop computers and projectors, to develop the appropriate exam tool, exam base and exam plan for each exam:</p> <ul style="list-style-type: none"> <li>• Analyzes historical data from prior exam administrations and reviews results of the job analysis in order to make recommendations relative to examination development, examination base, recruitment and selection plans, and testing alternatives for exam development purposes.</li> <li>• Evaluates selection methods and testing tools/instrument's effectiveness in measuring the knowledge, skills and abilities required for the job being tested.</li> <li>• Reviews, analyzes, edits and develops testing tools/instruments for content structure and job-relatedness.</li> <li>• Provides guidance and direction to subject-matter experts in designing and constructing a variety of testing tools/instruments.</li> </ul>
15%	<p>In order to oversee the work of staff responsible for the hiring certification process:</p> <ul style="list-style-type: none"> <li>• Ensures Certification of Eligible lists are ordered and printed for recruitment requests.</li> <li>• Ensures Contact Letters are ordered, printed and mailed to candidates on the Certification of Eligible lists.</li> <li>• Oversees the accurate coding of eligible lists to determine candidate eligibility for hire.</li> <li>• Review current certification processes and procedures for accuracy, control agency compliance and effectiveness. Make changes as necessary.</li> <li>• Create and maintain tracking spreadsheets.</li> <li>• Train staff on certification process and on-line certification system.</li> </ul>
10%	<p>In order to meet program goals and objectives, manages and coordinates the daily operations of the Selection Unit by providing direction, guidance, and leadership to staff, in accordance with DGS policies, procedures and processes for personnel management:</p> <ul style="list-style-type: none"> <li>• Assists in the establishment and implements short- and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement.</li> <li>• Responsible for continuous strategic planning resulting in the evaluation and implementation of continuous process improvement.</li> <li>• Communicates program goals, objectives and expectations for the Selections Unit.</li> <li>• Assigns workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes.</li> <li>• Provides on-the-job training, methods, priorities and deadlines and approves formal training necessary to perform tasks effectively.</li> <li>• Assigns projects, reviews for accuracy and completeness, and confers on all aspects of the personnel management process including the hiring, promotion, and retention of qualified employees.</li> <li>• Trains and counsels unit staff on proper personnel management policies and procedures and consistency in application of civil service law and rules.</li> <li>• Evaluates progress towards successful completion of assignments or projects by assessing available resources using input from supervisors.</li> </ul>

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 &amp; Leave (PAL) system in accordance with DGS policies and guidelines, MOU provision and SPB or DPA laws and rules.</p> <ul style="list-style-type: none"> <li>• Grants or denies subordinate staff request for time off or requests to work overtime.</li> <li>• Ensures subordinate staff has sufficient leave credits available for the leave requested.</li> <li>• Approves 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.</li> <li>• Approves or disapproves 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.</li> </ul>
5%	<p>Develop and oversee administration of the Annual Exam Plan for DGS and numerous boards and commissions. Consult with programs on an ongoing basis determining and negotiating current and future examination needs, and change of exam priorities.</p> <p>Provide training to staff, personnel liaisons, managers and supervisors on personnel policies and procedures in order to introduce new selection processes, train new staff, and keep personnel knowledge current utilizing various available training materials or developing necessary training materials</p>
5%	<p><b>NON-ESSENTIAL FUNCTIONS</b></p> <p>Serve as a Chairperson representing State Personnel Board on Qualification Appraisal Interviews.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Completed Chairperson certification</li> <li>• Completed Selections Analyst Certification Program</li> <li>• Extensive knowledge of current Personnel policies, practices, trends, and strategic plans.</li> <li>• Experience developing and implementing HR policies and practices statewide.</li> <li>• Experience supervising or managing the full range of human resources functions, especially classification and pay, personnel transactions, and selection (examinations).</li> <li>• Experience working with both departmental and office teams resolving various personnel-related issues.</li> <li>• Extensive knowledge of the Federal Uniform Guidelines, selection policies, practices, trends and strategic plans.</li> <li>• Ability to direct, review and evaluate the work of others.</li> <li>• Ability to facilitate meetings and accommodate the needs of a diverse group of professionals.</li> <li>• Ability to function effectively in automated environment</li> <li>• Ability to work in a fast-paced environment and to organize/prioritize workload to meet demands</li> <li>• Experience handling multiple courses of action simultaneously.</li> <li>• Experience working with control agencies to resolve sensitive issues.</li> <li>• Ability to communicate effectively both verbally and in writing.</li> <li>• Experience directing and motivating teams.</li> <li>• Ability to express ideas and information in written form clearly, accurately, and in an organized manner.</li> <li>• Ability to express ideas and facts orally in a clear and understandable manner.</li> </ul>

- 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.

**INTERPERSONAL SKILLS**

- Ability to motivate; work cooperatively with all levels in the organization; gain, as well as give, confidence and trust of others.

**SPECIAL PERSONAL CHARACTERISTICS**

Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.