

**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-  
**11769-OHR**

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial)
UNIT NAME AND CITY LOCATED OHR Constructive Intervention Unit - Sacramento	CLASS TITLE Associate Personnel Analyst
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) 306-271-5142-063

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, DPA, 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)*

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 to be accomplished in accordance with:

California Code of Regulations governing civil service; Department of Personnel Administration policies and procedures addressed in Personnel Management Policy and Procedures Manual, Personnel Procedures Manual, Personnel Management Liaison Memos, Pay Scale and Pay Letters, Classification and Pay Guide, Benefits Administration Manual; Guide to Employee Conduct & Discipline, Memorandums of Understanding; Classification Specifications; State Personnel Board policies and procedures addressed in Memoranda ("Pinkies"); Selection Manual; Adverse Action manual, Precedential Decisions, Employee Assistance Program, Mediation Program; State Controllers Office employee information via confidential databases; DGS policies, procedures and information addressed in the Personnel Operations Manual, Human Resources and other Office Memoranda, Official Personnel Files, Databases including PAL and ABMS; Other law such as Federal Uniform Guidelines on Employee Selection; Family Medical Leave Act; other personnel management laws, rules, regulations, policies and practices, utilizing investigative techniques and methods, Microsoft Office applications such as Word, Excel, and PowerPoint.

**ESSENTIAL FUNCTIONS****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**

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>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</li> <li>• Consults with and advises managers and supervisors regarding personnel interventions, including advisement regarding various steps of constructive intervention and resources for addressing employee performance issues</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>• Keeps abreast of laws and rules governing civil service, DPA 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</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>• 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>• Conducts investigations of allegations in complaints independently by gathering background information and evidence.</li> <li>• Examines 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>• Establishes and maintains secure investigation files and records.</li> <li>• Maintains confidentiality of files, complaints and department/program issues.</li> <li>• Analyzes data that has been gathered and independently develops conclusions.</li> <li>• Prepares reports on investigations, adverse action recommendation and final outcomes/results.</li> <li>• Confers with the Office of Legal Services as needed.</li> <li>• Assists and advises program managers in conducting complex, short-term investigations.</li> <li>• Responds to Workplace violence (WPV) calls and requests for investigations; completes WPV intake process.</li> <li>• Advises on appropriate use of Administrative Time Off (ATO)</li> </ul>
20%	<p>In order to assist managers and supervisors in the understanding of personnel management and constructive intervention, serves as a trainer on various related topics:</p> <ul style="list-style-type: none"> <li>• Trains new supervisors on Workplace Violence Prevention, Constructive Intervention and Probationary Reports.</li> <li>• 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.</li> <li>• Provides need-driven training to client programs on an as-needed basis.</li> <li>• Provides AWOL separation consultations individually, and trains small and large groups</li> <li>• Promotes early intervention, effective documentation and utilization of department resources</li> </ul>

10%	<p>In order to ensure the appropriate procedures in formal administrative action processes are followed:</p> <ul style="list-style-type: none"> <li>• Reviews discovery materials for proposed formal actions</li> <li>• Coordinates with the Office of Legal Services providing relevant information and documentation regarding personnel histories</li> <li>• Consults with and advises managers and supervisors on steps to be taken once a formal disciplinary action is agreed upon</li> <li>• Logs formal actions, rejections during probation and AWOL separations into DGS database</li> <li>• Purges official personnel files of actions and related documents based on stipulated agreements</li> </ul>
5%	<p>In order to ensure the Skelly and Coleman Hearing processes are conducted in a fair, consistent, and legal manner:</p> <ul style="list-style-type: none"> <li>• Provides relevant background information to hearing officers</li> <li>• Acts as note taker for hearings</li> <li>• Assists with investigating issues addressed in the hearing</li> <li>• Assists in facilitating Skelly and Coleman Hearing officer training</li> </ul>
5%	<p>In order to assist management in the notification of employees or other entities such as SPB, DPA, SCIF, EDD, and DOJ regarding personnel actions:</p> <ul style="list-style-type: none"> <li>• Prepares correspondence relating to service of formal actions, including letters requiring Administrative Time Off</li> <li>• Prepares results letters for Skelly and Coleman hearing officers</li> <li>• Prepares letters for AWOL separations and terminations with fault</li> <li>• Prepares justification letters and responses to unemployment insurance benefit letters following employee separations</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Participates in quality work teams in order to resolve issues, re-engineer processes, develop training, as requested by management.</li> <li>• Promotes constructive intervention-related training courses by developing brochures, sending emails and utilizing other communication techniques to heighten awareness and involvement.</li> <li>• Researches and prepares policy documents on various topics related to constructive intervention practices.</li> </ul>
	<p><b>KNOWLEDGE AND ABILITIES</b></p> <p><i>Knowledge of:</i> 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.</p> <p><i>Skill in:</i> Applying principles and practices of personnel management efficiently and effectively</p> <p><i>Ability to:</i> 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.</p> <p><b>SPECIAL PERSONAL CHARACTERISTICS:</b></p> <ul style="list-style-type: none"> <li>• Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.</li> <li>• Ability to maintain confidentiality of personal information and documents.</li> <li>• Possess an aptitude for investigative work.</li> <li>• Possess willingness to learn the practical application of investigative principles.</li> <li>• Possess willingness to attend additional training on investigative techniques, principles, etc.</li> </ul>

**INTERPERSONAL SKILLS:**

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

**DESIRABLE QUALIFICATIONS:**

- Extensive knowledge of progressive discipline policies, practices, and trends, including informal and formal corrective actions.
- 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 handling multiple courses of action simultaneously.
- 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 knowledge of investigation techniques and procedures
- 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.

**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.
- Handle stress well.
- Meet critical deadlines.
- Multi-task with changing priorities.
- Solve problems by selecting and applying appropriate methods such as quantitative reasoning.
- Travel to other DGS locations will be required.