

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11894-OHR

EFFECTIVE DATE:

07/01/16

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5393-022
UNIT NAME AND CITY LOCATED Personnel Transactions – West Sacramento	CLASS TITLE Associate Governmental Program Analyst
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known) Jacqueline Reyes	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5393-022

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.

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under direction of the Personnel Transactions Staff Services Manager I, the incumbent is responsible for developing a training plan for the Department of General Services' Attendance Clerks; developing training for Personnel Transactions staff and interpreting stipulated agreements. 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 performing duties | 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)

35%	<p>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.</p> <p>All work to be accomplished in accordance with civil service laws and rules utilizing the California Code of Regulations, Personnel Management Policy and Procedures Manual (PMPPM), Personnel Action Manual (PAM), Benefits Administration Manual (BAM), Personnel Management Liaison Memos (PMLs), CalHR Pay Letters and State Personnel Board (SPB) Pinkies, Personnel Transactions Operations Manual (PTOP), the Payroll Procedures Manual (PPM), Personnel Operations Manual (POM) and issued Human Resources Memorandum.</p> <p>ESSENTIAL FUNCTIONS</p> <p>Independently ensures consistent practices and procedures in Personnel Transactions Unit (PTU) at the general direction of the PTU Manager and OHR management:</p> <ul style="list-style-type: none"> • Conducts complex training sessions on impact and implications of changes to processes and procedures using the new revisions of Transactions Operations Manual (TOM) as a training guide. • Develops training materials for PTU when a process or procedural change is implemented by control agencies. • Ensures all personnel laws, rules, regulations, contracts, etc. are updated in the TOM and effective course of action is taken.
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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

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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	<p>ESSENTIAL FUNCTIONS (Continued)</p> <ul style="list-style-type: none"> • Develops and maintains a tracking system of all training required by control agencies and OHR Management. • Gathers data on procedural errors to determine the need for PTU training. <p>At the request of the PTU Manager, OHR management and DGS Program, is independently responsible for the development of a complex training program for statewide attendance clerks, Personnel Liaisons, and OHR staff in complex subject areas that focus on general personnel transactions responsibilities as well as the State Controller's Office (SCO), CalPers, ABMS and related resources and processes using various resources stated above and a vast personal knowledge of Personnel Transactions.</p> <ul style="list-style-type: none"> • Develops curriculum, handouts and appropriate resources to provide formal classroom training. • Provides instruction and guidance to Personnel Specialists in a myriad of aspects related to Personnel Transactions i.e., separations, retirements, etc. • Develops and maintains a tracking system for all AC Training and Personnel Liaisons. • Serves as transactions expert for PTU manager and supervisors. <p>10% In order to ensure accurate communication is shared:</p> <ul style="list-style-type: none"> • Reviews various control agency letters, policy memos, and bargaining contract provisions. • Develops and/or revises internal procedures as necessary. • Acts as the communications liaison between the ACs, PLs and PTU. • Independently develop, track, and communicate information agency-wide on a variety of personnel related topics when information/directive is received from CalHR or SCO (i.e., Personnel Management Liaisons Memorandums, payroll letters or policy memorandums). <p>10% Works with Office of Legal Services (OLS) to interpret and apply provisions of stipulated agreements between the department and impacted employee. Duties include:</p> <ul style="list-style-type: none"> • Reviews and analyzes the terms of the agreement to identify appropriate course of action. • Coordinates dissemination of information with PTU, OLS, SCO and Office of Fiscal Services (OFS) following the terms outlined in the agreement. • Ensures that the correct documentation and data entry are processed via SCO • Provides SCO direction and guidance on employee benefits and pay as it pertains to the impacted employee <p>5% Acts as Liaison with various control agencies through written and verbal communication to resolve complex pay and benefits issues by obtaining direction, policy interpretation and authorization for various actions on behalf of employees.</p> <p>5% MARGINALFUNCTIONS Provide back-up support to position control.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Demonstrated ability to maintain a positive attitude, be open-minded and possess flexibility and tact. • Demonstrated ability to maintain composure and communicate effectively when differences of opinions are expressed. • Demonstrated ability to work in a team environment or independently. • Demonstrated experience in providing quality customer service. • Experience in human resources related work. • Experience analyzing situations and adopting an effective course of action. • Experience in analyzing and interpreting laws, rules, and regulations. • Demonstrated ability to maintain confidentiality of sensitive personnel related work. • Experience working with the automated Activity Based Management System (ABMS). • Experience working with control agencies: SPB, CalHR, SCO, Cal PERS. • Excellent organizational skills.

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	<ul style="list-style-type: none">• Demonstrated ability to focus attention to detail and follow-through.• Excellent oral and written communication skills.• Receive and follow verbal/written direction from supervisors. <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none">• Ability to perform efficiently and effectively under deadlines and pressure• Business dress in accordance to office environment