

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-

010857-OHR

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-4802-001
UNIT NAME AND CITY LOCATED Personnel Operations – West Sacramento	CLASS TITLE Staff Services Manager III
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) 306-271-4802-001

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 Chief, Office of Human Resources (CEA), the incumbent manages the Personnel Operations Section's Classification and Pay, Personnel Transactions, Selection and Customer Resources Units personnel services to the Department of General Services and 18 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. <i>(Use additional sheet if necessary)</i>
	<p>The Department of General Services' (DGS) Core Values are key to the success of the Department's Mission to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS expects its Managers and Supervisors to adhere to the DGS Core Values of Integrity, Accountability, Communication, Excellence, Innovation and Teamwork. Our Supervisors and Managers will provide leadership consistent with and promote these values.</p> <p>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, the Personnel Procedures Manual (PPM), and the Benefits Administration Manual (BAM) or issued Human Resources Memorandum.</p> <p>This position is responsible for the oversight of the department and contracted boards and commissions personnel operations activities, and policy development/implementation. The incumbent advises department managers and supervisors on technical, complex personnel-related issues and provides leadership and direction to the Personnel Operations staff of approximately 80 positions comprised of managers, supervisors, technical, and support staff.</p>

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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% 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>ESSENTIAL FUNCTIONS</p> <p>In order to manage personnel services provided by the Classification and Pay, Personnel Transactions, Selection, and Customer Resources Units, the incumbent establishes, 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"> • Formulates, revises, and approves personnel policies that are consistent with mandates imposed by control agencies to ensure compliance with merit principles and civil service law and rules for the hiring, promotion, and retention of qualified individuals by researching existing and changing government codes, labor laws, regulations, and rules. • Oversees the maintenance of the classification and compensation plan for the department as well as its client boards and commissions by ensuring that classifications specifications are reviewed and updated as needed, and designs or participates in the design and establishment of organizational structures and staffing to effectively accomplish the department's goals and objectives. • Reviews and establishes policies and procedures for all aspects of the personnel management program pertaining to classification and pay, personnel transactions, selection, and customer resources units. • Proposes and implements 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 rules. • Reviews proposed legislation to determine impact on the operation of the department or the state and provides recommendations on the process for implementing passed legislation. • Responsible for development, implementation, maintenance, and disposition of personnel records in accordance with the approved records retention schedule.
35%	<p>In order to meet program goals and objectives, manages and coordinates the daily operations of multiple organizational units by providing direction, guidance, and leadership to subordinate staff, in accordance with DGS policies, procedures and processes for personnel management:</p> <ul style="list-style-type: none"> • Establishes and implements short- and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes changes required for improvement. • Responsible for continuous strategic planning resulting in the evaluation and implementation of continuous process improvement. • Communicates program goals, objectives and expectations for the Personnel Operations Section. • Assigns workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes. • Provide on-the-job training, methods, priorities and deadlines and approves formal training necessary to perform tasks effectively. • 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. • Trains unit staff on proper personnel management policies and procedures and consistency in application of civil service law and rules. • Evaluates progress towards successful completion of assignments or projects by assessing available resources using input from supervisors. • Responsible for monitoring and managing fiscal resources allocated to Personnel Operations Branch; negotiates and develops contracts with client agencies for personnel services rendered.

20%

ESSENTIAL FUNCTIONS (Continued)

In order to establish and maintain effective communication channels and to represent the Office of Human Resources as its Personnel Officer and as the Personnel Officer for State and Consumer Services Agency and the contracted boards and commissions on current personnel management issues, the incumbent:

- Conducts, attends, and participates in meetings and briefings with HR management, State and Consumer Services Agency staff, 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. Serves as the Department's high-level contact for sensitive classification and pay, organizational structure, benefits and leave accounting, selection, and customer services issues in the area of personnel management.
- Informs the Chief, Office of Human Resources, the Deputy Director, Administration Division and as necessary the Chief Deputy Director and Director of program activities, and uses knowledge of current and new laws or changes to government code and their impact on the department to develop and recommend needed changes.
- 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%

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 provision and SPB or CalHR laws and rules:

- Grants or denies subordinate staff request for time off or requests to work overtime.
- Ensures subordinate staff has sufficient leave credits available for the leave requested.
- 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.
- 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.

5%

MARGINAL FUNCTIONS

In order to ensure an effective contingency plan in times of emergency situations or employee actions endorsed by employee organizations by making recommendations on the utilization of personnel and equipment.

KNOWLEDGE AND ABILITIES

Knowledge of :

Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity program objectives; and a manager's role in the Equal Employment Opportunity program and the processes available to meet equal employment opportunity objectives.

KNOWLEDGE AND ABILITIES (Continued)*Ability to :*

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.

SPECIAL PERSONAL CHARACTERISTICS

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

INTERPERSONAL SKILLS

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

DESIRABLE QUALIFICATIONS

- Extensive knowledge of current Personnel policies, practices, trends, and strategic plans.
- Experience developing and implementing HR policies and practices statewide.
- Experience supervising or managing the full range of human resources functions, especially classification and pay, personnel transactions, and selection/examinations.
- Experience working with both departmental and office teams resolving various personnel-related issues.
- Experience handling multiple courses of action simultaneous.
- Experience working with control agencies to resolve sensitive issues.
- 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.

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.