STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
DUTY STATEMENT

Employee Name	Classification Name Staff Services Manager I (Sup)		Position Number 016-120-4800-002
Division/Unit/Section Admin/AOU/HR	Date	Prior Incumbent	Prior Pos # (if applicable)

SUMMARY OF RESPONSIBILITIES

Under general direction of the Staff Services Manager II (Supervisor), Administrative Operations Unit (AOU), the Staff Services Manager I (Supervisor) is responsible for ensuring that the Human Resources Office (HRO) provides quality customer service and direction to managers and supervisors in Human Resources including Classification and Pay, Exam Administration, Benefits Administration, Training, Position Control; Employee Assistance and Health/Wellness, Workers Compensation, Reasonable Accommodation, Return-To-Work (RTW), Americans With Disabilities Act (ADA), Family and Medical Leave Act (FMLA), and Employee Awards Programs. The SSM I duties include, but are not limited to, the following:

Essential Functions:

55% Supervise, plan, direct, review and evaluate the work of HRO staff. Ensure that systems and procedures are in place and that deadlines are met; train, review and evaluate individual performance; initiate work improvement discussions with staff and provide training or coaching to correct performance deficiencies; coach and mentor staff to assist with individual development efforts, initiate and recommend adverse action as appropriate. Serve as the Department's Human Resources Officer. Ensure that Department's general personnel management needs are met. Ensure adherence to merit system principles, selection and allocation standards, and compliance with control agency laws, rules and policies. Provide consultation to managers and supervisors regarding progressive discipline; ensure that proper documentation for adverse actions, rejections on probation and other punitive and non-punitive actions comply with the laws and rules and charges are supportable. Perform the more difficult and sensitive tasks and other duties appropriate for the class. Represent the department at hearings.

30% Monitor, plan, and coordinate all HRO functions, Classification and Pay, Exam Administration, Payroll, Benefits Administration, Training, Position Control, Employee Assistance and Health/Wellness, Workers Compensation, Reasonable Accommodation, Return-To-Work (RTW), Americans With Disabilities (ADA), Family and Medical Leave Act (FMLA), and Employee Awards Programs. Ensure that services are provided to CSD staff supervisors and managers timely and efficiently. Confer with employees to resolve the more sensitive employee

issues. Provide guidance to managers and supervisors on sensitive hiring issues, out-of-class assignments, staff reorganizations, and other sensitive personnel management issues.

10% Oversee the coordination of recruitment, placement, transfer determinations and special placement needs.

5% Recommends, develops and implements, when needed, departmental policies in all Human Resources areas.

Supervision Received:

The Staff Services Manager I (Supervisor) reports directly to the Administrative Operations Staff Services Manager II (Supervisor) on all HR Issues.

Supervision Exercised:

The Staff Services Manager I (Supervisor) supervises (1) Associate Personnel Analyst, (1) Associate Governmental Program Analyst, (1) Senior Personnel Specialist, and (1) Personnel Specialist.

Administrative Responsibility

Provide personnel management consultation to management. Advise SSM II (Supervisor) on current activities and trends that may have an impact on CSD; perform the more difficult and sensitive tasks. Respond and prepare correspondence for Deputy Director and Director's signature. Represent the department at hearings. Ensure that all HR functions including Classification and Pay; Exam Administration; Payroll; Benefits Administration, Training; Position Control; Workers Compensation; Reasonable Accommodations; Return-To-Work; Americans With Disabilities; Family and Medical Leave Act (FMLA), Employee Assistance, Health/Wellness; and Employee Awards Programs are provided to CSD staff at a level of excellence, and that activities are in compliance with control agency policies and guidelines.

Personal Contacts

The Staff Services Manager I (Supervisor) has daily contact with departmental management and staff, control agency representatives, and other state agency personnel.

Actions and Consequences

Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

Job Requirements

Ability to perform the essential functions of the job with or without reasonable accommodations including communicate effectively, comprehend, evaluate and follow written instructions, type and use personal computers..

Performance Expectations*:*

- Provide your staff with the guidance, resources, assistance and supervision necessary for them to perform completed staff work.
- Treat all assignments personally given to you by the Director, Chief Deputy Director or the Deputy Director for the Administrative Services as priority.
- Ensure that staff follows through and for confirming completion of the task as assigned.
- Provide weekly reports of unit status to SSM II (Supervisor), Administrative Operations Unit.
- Keep staff informed of department and unit information.
- Ensure that staff work is complete, accurate and timely.
- Review work performed by staff that involves policy-setting, decision-making, or any potentially sensitive matter.
- Be a team player.
- Be accessible and accountable to all CSD staff.
- Exercise good judgment in: (a) advising all levels of staff on a variety of HR issues, ensuring that advice is consistent with applicable laws a, rules, policies, and procedures, and (b) appropriately refers existing or potential problems or issues to your supervisor.
- Effectively communicate a variety of laws, rules, policies, or procedures in a manner that is understandable and grammatically correct.
- Exercise tact, resourcefulness and good negotiation skills in daily contact with all levels of staff and the public.
- Keep updated, and appropriately apply, current laws, rules, policies and procedures governing HR-related issues.
- Consult with and advise management on a wide variety of Human Resources related issues.
- Able to gain and maintain the confidence and cooperation of those contacted during the course of work
- Convey a professional demeanor to all those contact in the course of work and projects in a positive image of technical expertise, trust, helpfulness and fairness.
- Use creative thinking techniques to solve problems and expand viable solutions.

- Be a team player.
- Be willing and able to accept increased responsibility.
- Able to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems
- Able to develop and evaluate alternatives, analyze data and present ideas and information effectively.

Characteristics:

- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Leadership – Possesses a natural ability and keen desire to manage projects and mentor and guide staff, as well as internal and external customers. Demonstrates and encourages creativity and proactive problem-solving.
- Credibility and Integrity – Understands internal and external customers and has a true desire to build credibility. Has a personal compass composed of clear principles. Demonstrates the highest professional and legal ethics.
- Teamwork – Cooperates to achieve the department's mission, vision and goals by leading and actively contributing to intradepartmental project teams.
- Vision – Understands the context and mission of the Department both internal and external. Awareness of the Department's critical issues, and anticipates and influences the future. Has the ability to organize for success.
- Accountability – Makes decisions and remains accountable for those decisions.
- Reliability – Understands the importance of meeting timelines and work priorities.
- Staff Development – To best serve both our internal and external customers, CSD's management team reflects, understands and is sensitive to the diversity of the people we serve.

_____ _____
Supervisor's Signature Date

I have read and understand the duties assigned as described above.

Yes No
___ ___ Can you perform the essential functions of the position with or without reasonable accommodation?

(If Reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resources Office, Reasonable Accommodation Coordinator).

_____ _____
Signature of Incumbent Date