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| **California Science Center**  **Staff Services Manager II - Human Resources Director**  **DUTY STATEMENT**  **(revised August 11, 2020)** Brief description of the Position’s Organizational Setting and Major Functions: The Staff Services Manager II (Human Resources Director), under general direction of the Deputy Director, Administration (CEA), is responsible for the overall administration and supervision of the Human Resources Office and the implementation of labor and personnel management policy and procedures. The SSM II will be responsible for managing the Department’s human resources activities for the California Science Center (Science Center), California African American Museum (CAAM) and Office of Exposition Park Management (OEPM). The HR Director provides proactive, responsive, high-quality customer service to Science Center, OPM and CAAM employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner. ESSENTIAL FUNCTIONS An established and credible leader within the field - someone managers will look to, seek HR advice from, and want to emulate.  Believes and actively participates in developing a culture that values excellence in guest service; and likewise works to ensure that excellent guest service is embedded in the organizations workforce, employee training and professional development.  An excellent recruiter – understands the mission and goals of the department, understands its culture; and is able to seek out and inspire great talent to join our team.  Believes and is passionate about the department’s mission and goals and develops effective systems and procedures to train and measure workforce effectiveness.  Ability to foresee and prepare for the department’s future workforce - makes sure employees have the resources to succeed and advance the department’s mission.  Consistently employs exceptional communications skills including the ability to listen, provide consistent feedback on how employees can strengthen their contributions to the department, and continue their professional development.  Possess a strong technical and legal understanding of human resources, personnel management laws, employment law, labor relations and bargaining units, benefits, civil service rules and regulations, policies, and procedures etc.  Employs best practices in the field – is able to elevate and inspire others to go above and beyond expectations.  Is knowledgeable and stays up to date of human resources policies/changes and is proactive in evaluating and implanting changes.  Excellent coordination and facilitation skills – practices and models respect and teamwork.  Displays the highest level of confidentiality, independence, and sound judgment and actions reflect best interest of the department.  Must be able to work 40 plus hours per week. | | | |
| % of time  performing duties  30%  25%  25%  15%  5% | Supervises personnel staff, systems, and programs. Administer, implement, monitor, personnel/labor policies and management; Ensure conformance to laws, rules, labor contracts, and related policies and procedures; periodic review of corrective measures identified in audits; Provide day-to-day supervision and training to staff regarding payroll, personnel records, benefits, position allocation and selections, training and workman’s compensation; Work on a continuous plan of action to evaluate and improve the Department’s personnel management systems. Provide periodic update of Employee Manual and Personnel Operation Manual. Evaluate practices or procedures and develop and implement plan to correct any deficiencies.  Administrative and Supervisory Responsibilities: Effectively manages and directs subordinate staff in accordance with State personnel policies, rules, and regulations:   * Grants or denies subordinate staff request for time off or requests to work overtime. * Ensures subordinate staff has sufficient leave credits available for the requested leave. * Ensures resources and staffing to effectively conduct business operation.   Consistent with CalHR, DPA and SPB rules and regulations, performs the full range of supervisory duties:   * Provides direction and guidance regarding ongoing assignments and daily work activities to ensure deadlines are met. * Delegates responsibility to staff to facilitate timely completion of work.   Reviews work and evaluate performance of staff by completing probationary reports and individual development plans to ensure performance expectations are met.   * Completes personnel action documentation and conducts hiring interviews to maintain adequate staffing levels and facilitate recruitment process. * Conducts, arranges, and approves training for staff to increase staff knowledge base.   Oversees all aspects of human resource management, policies, practices, and operations in the organization and provides strategic support to, in partnership with, the Deputy Director of Administration while ensuring adherence and compliance with the State of California's civil service rules and regulations. Proactively communicates and consults with the California Dept of Human Resources (CalHR) on HR matters under the control of CalHR.  Serve as expert regarding labor and personnel management policies and procedures and benefit programs including workers compensation, FMLA, etc.; Responsible for the most sensitive issues or projects; Responsible for timely responses to complaints and grievances; Meet with managers and supervisors to address complex disciplinary/adverse action issues; Oversee preparation of notices of adverse actions and rejections on probation; Ensure appropriate documentation and conformity to applicable laws, rules, regulations, policies and procedures; Oversee investigation of allegations of misconduct to determine sufficiency of evidence. Review discovery package. Meet with union representatives on sensitive and complex labor related issues as authorized; may testify in administrative hearings regarding departmental personnel or labor practices, policies, and procedures; Represent Department in Skelly/Coleman Proceedings.  Serve as the primary liaison with Department of Personnel Administration (Classification and Compensation, Labor Relations, Legal and Benefits), State Personnel Board, State Controllers, Public Employees Retirement System, Attorney General’s Office, California Department of Justice and other governmental entities regarding personnel management and labor issues.  Plan, research, and develop classification proposals and budget change proposals, conduct salary surveys/analyses; Develop  procedural manuals, orientation processes and materials; special training sessions; update and distribute policies and procedures.  Review legislation for impact on California Science Center programs and prepare analyses, etc.  Participates in required training and other duties as required. MARGINAL FUNCTIONS May be required to participate in emergency planning, assignments, drills, exercises and meetings. Able to effectively apply safety and preparedness knowledge. KNOWLEDGE, SKILLS AND ABILITIES (from State Class Specifications) Deep knowledge of HR understands compliance requirements and HR best practices. Knowledgeable of current principles of public and business administration, budget, personnel management, principles and practices of employee supervision and develop, training, program development, planning, evaluation, legislative process, department's equal opportunity program objectives; a manager's role in the equal opportunity program and the processes available to meet equal opportunity objectives.  Ability to listen and reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; Keep executive management apprised of key personnel issues; Effectively communicate issues; Assign, supervise, and review work of senior specialist, personnel specialist and associate personnel specialist. Review, edit and audit work and systems for accuracy and compliance with state and federal personnel laws, rules and procedures; Utilize, manage and coordinate the work of interdisciplinary teams; analyze situations accurately and adopt an effective course of action; keep accurate records and prepare reports; effectively contribute to the department's equal opportunity objectives. ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES Additional Knowledge: Trends and research in human resources, employment law, human resources, and effective supervision; labor codes, rules, regulations, safety orders and safety practices applying to the various bargaining unit contracts; basic personal computer  operations including electronic spreadsheets, schedules, database activity, word processing and spreadsheet.  Additional Abilities: Ability to use and successfully apply technology to advance HR duties and responsibilities; maintain non-bias perspective, effectively outreach to employees, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of information and deal with a variety of abstract and concrete variables.  **DESIRABLE CHARACTERISTICS**   * Highly organized. * Consistent in application of policies and procedures. * Ability to work within demanding timeframes. * Maintain a positive attitude.   **SPECIAL PERSONAL CHARACTERISTICS**  Willingness to develop a team atmosphere, work overtime as required; proven ability to work independently; and maintain effective relationships with the public, other departments, contractors, and suppliers. Ability to speak and write effectively and maintain written records. Ability to prioritize, organize and delegate assignments and meet deadlines.  **INTERPERSONAL SKILLS**   * Communicate effectively with individuals from varied experiences, perspectives, and backgrounds, which may involve some exposure to aggressive clientele or adversarial conditions. * Deal with individuals in a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them. * Excellent written and oral communications skills. * Ability to develop a team environment.   **WORK ENVIRONMENT & PHYSICAL ABILITIES**  **Some of the below Work Environment requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation per the American Disability Act (ADA).**  Work Environment   * Multiple state facilities located on campus-like setting * Administrative office building with secured area for confidential information and public reception area for employees and visitors. * Museum facilities are open to the public   Physical Ability   * Ability to sit for long periods; travel to hearings, meetings, etc. | | |
| Supervisor’s Statement: *I have discussed the duties of the position with the employee.* | | | |
| Supervisor Name (Print) | | Supervisor Signature | Date |
| Employee’s Acknowledgement:  I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resource). I 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 to balance the workload.** | | | |
| Employee Name (Print) | | Employee Signature | Date |