

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Human Resources		POSITION NUMBER (Agency-Unit-Class-Serial) 065-575-5157-821			MCR / HCR 1
DIVISION / UNIT Personnel Operations & Support Statewide Personnel Support Services Unit Human Resources Business Information Systems (BIS) – Time & Shift		CLASSIFICATION TITLE Staff Services Analyst (SSA)			
		WORKING TITLE			
		TIME BASE / TENURE P/FT	CBID R01	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Sacramento, CA		INCUMBENT			EFFECTIVE DATE

CDCR'S MISSION and VISION

Mission

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

Vision

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

BRIEFLY DESCRIBE THE DIVISION/UNIT FUNCTIONS

The mission of Human Resources is to provide a positive employee experience through the delivery of excellent customer service. Our goal is to have a trusted human resources management program that is service-oriented and policy compliant to: recruit and retain top talent, provide meaningful wellness programs, empower professional development, create innovative solutions to deliver a diversified high performing workforce.

GENERAL STATEMENT

BRIEFLY (1 OR 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the supervision of the Staff Services Manager I, BIS-SAP Unit, the Staff Services Analyst (SSA) is a first journey level position. Under supervision, the incumbent performs work of average difficulty in various of consultative and analytical tasks. The SSA will have regular contact with institutions, facilities, Department staff contractors, stakeholders, and control agencies. Travel and overtime may be required.

In a customer service focused team environment, the SSA is responsible for the personnel transactions of an assigned roster (HR field and/or Headquarters locations) and will help coordinate HR master data validation and clean-up activities. The SSA is expected to utilize SAP and State Controller's Office (SCO) software on an ongoing basis as required by their position and duties, which may vary. The SSA is responsible for assisting in the SAP Master Data validation by reviewing the reports (TLog, error reports, SCO vs. SAP comparison, etc.) and training the respective HR location(s) to correct the errors. The SSA is expected to follow the existing personnel standards and procedures to ensure the compliance and integrity of the SAP HR Master Data. The SSA will also participate in testing for BIS-SAP. The incumbent will be responsible for utilizing analytical skills and expertise to contribute to projects and conduct work demonstrating proficiency in SharePoint and the Microsoft Office Suite.

% 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.**

30%

Coordinate the less complex activities directly related to the BIS and provide curriculum recommendations to management. Review various personnel documents keyed into SCO for an assigned roster (HR field locations and/or HQ locations). These tasks include reviewing SCO, Personnel Action Request (PAR) transactions keyed into SCO and interfaced to SAP. Make independent decisions when validating numerous personnel transactions keyed into SCO per various laws, rules, policies, Memoranda of Understanding, Personnel Informational Bulletins,

20%	<p>Personnel Action Manuals, SAP Manuals, SCO Letters, etc. Access the Department’s BIS-SAP system to validate employee HR Master Data information and coordinate with respective HR locations to maintain, update, and complete SAP HR Master Data requirements. In addition, the SSA will provide less complex problem solving and analysis to ensure the accuracy of the data.</p>
20%	<p>Incumbent is expected to possess levels of proficiency utilizing Microsoft 365 enterprise tools, including SharePoint, Teams, Outlook, Excel, Word, and PowerPoint, to efficiently find and build resources and provide valuable information to staff members. The incumbent will also play a role in guiding the building and maintenance of online resources using these enterprise tools. They will possess specialized knowledge of payroll reconciliation, SAP HR Master Data, and will be able to research and resolve discrepancies related to employment history transactions, payroll, and CLAS. The incumbent will provide problem solving and analysis for less complex assignments to ensure the accuracy and efficiency of the data.</p>
15%	<p>Analyze, identify, and validate that any PAR transactions keyed into SCO successfully interface into BIS-SAP. Assist transactions staff with validating the following: TLog errors in BIS-SAP, final approving in BIS-SAP prior to keying into SCO, the BIS-SAP infotypes/subtypes affected, interfaced information versus manual input in BIS-SAP, position numbers exist in BIS-SAP before keying into SCO, BIS SAP position number included in Item 215 on PAR, etc. Additionally, the SSA will provide problem solving and analysis for less complex assignments to ensure the accuracy of the data and will be expected to independently identify and resolve any discrepancies or errors and liaise with assigned programs and institutions.</p>
15%	<p>Analyze, generate, and provide training to transactions staff statewide on how to utilize the SAP infotypes: actions, organizational management, personal data, addresses, planned working time, basic pay, recurring payments/deductions, residence status, CDCR appraisals, monitoring of tasks, qualifications, date specifications, additional personnel data, communication, CDCR multiple positions, etc. and comparing the data to SCO. Provide training materials and attendee feedback from training evaluations, observation, and participation, and analyze common errors present in the systems and those of the staff in search of best practices. Schedule, track, and monitor training for end-users. Assist in coordinating refresher or focused subject training to ensure training effectiveness and continuity. Validate the reliability of reports/forms requirements. Under supervision, update and maintain BIS-SAP manuals. Attend and participate in regular/required staff meetings. Act as a technical expert for management hiring supervisors and employees regarding various personnel transaction issues. Provide complex problem solving and analysis to ensure the accuracy of the data. Develop and implement strategies to improve the accuracy and efficiency of personnel transactions.</p>
15%	<p>Research, compile, prepare and submit various reports and participate in special projects as determined by the supervisor. Independently perform user acceptance testing for any BIS-SAP HR Related Modules and identify future process opportunities. Independently participate in implementation activities necessary to meet the goals of various HR projects. Provide complex problem solving and analysis to ensure the accuracy of the data. Perform other related duties as needed. Independent and proficiently utilize the following but not limited to SharePoint, Microsoft Office Suite, BIS-SAP, and SCO systems.</p>

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- Consequences of error may result in loss of time and could cause significant delays in program production. Such delays can result in inefficient use or misdirection of department resources resulting in the inability to meet efficiency and timeline goals, and varying degrees of negative financial impacts to the department.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE’S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE’S NAME (Print)

EMPLOYEE’S SIGNATURE

DATE

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065-575-5157-821

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

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DIVISION / UNIT Personnel Operations & Support Statewide Personnel Support Services Unit Human Resources Business Information Systems (BIS) – Time & Shift		CLASSIFICATION TITLE Associate Governmental Program Analyst (AGPA)			
		WORKING TITLE			
		TIME BASE / TENURE P/FT	CBID R01	WWG 2	COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
LOCATION Sacramento, CA		INCUMBENT			EFFECTIVE DATE

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GENERAL STATEMENT

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Under the direction of the Staff Services Manager I, BIS-SAP Unit, the Associate Governmental Program Analyst (AGPA) is responsible for designing, testing, training, and implementing the RHR processes for BIS-SAP. The AGPA will independently coordinate HR activities related to the maintenance and operation of BIS-SAP. Duties include analyzing and evaluating existing personnel standards and procedures to ensure compliance with the project technical requirements. The AGPA will develop and track project deliverables, and training coordination and work with other BIS-SAP Team members and HR staff to identify and develop standard business practices and data to be integrated into the BIS-SAP or related projects. The AGPA will also participate in testing of BIS-SAP-related project and provide complex problem solving and analysis to ensure the data's accuracy. Incumbent will be responsible for utilizing analytical skills and expertise to lead projects and conduct independent work while demonstrating proficiency in SharePoint and the Microsoft Office Suite. The incumbent will have regular contact with institutions, Facilities, Department staff, contractors, stakeholders, and control agencies. Travel and overtime may be required. The individual must demonstrate a high degree of independence, initiative, and responsibility in successfully performing the following job duties:

% 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.**

30%

Independently coordinate complex activities directly related to the BIS and provide curriculum recommendations to management. Review various personnel documents keyed into SCO for an assigned roster (HR field locations and/or HQ locations). These tasks include reviewing SCO, Personnel Action Request (PAR) transactions keyed into SCO and interfaced to SAP. Make independent decisions when validating numerous personnel transactions keyed into SCO per various laws, rules, policies, Memoranda of Understanding, Personnel Informational Bulletins, Personnel Action Manuals, SAP Manuals, SCO Letters, etc. Access the Department's BIS-SAP system to validate employee HR Master Data information and coordinate with respective HR locations to maintain, update, and complete SAP HR Master Data requirements. In addition, the AGPA will provide complex problem solving and

	analysis to ensure the accuracy of the data, and are expected to independently manage and complete tasks with minimal direction independently.
20%	Incumbent is expected to possess high levels of proficiency utilizing Microsoft 365 enterprise tools, including SharePoint, Teams, Outlook, Excel, Word, and PowerPoint, to efficiently find and build resources and provide valuable information to staff members. The incumbent will also play a leading role in guiding the building and maintenance of online resources using these enterprise tools. They will possess specialized knowledge of payroll reconciliation, SAP HR Master Data, and will be able to research and resolve discrepancies related to employment history transactions, payroll, and CLAS. The incumbent will provide complex problem solving and analysis to ensure the accuracy and efficiency of the data.
20%	Independently analyze, identify, and validate that any PAR transactions keyed into SCO successfully interface into BIS-SAP. Assist transactions staff with validating the following: TLog errors in BIS-SAP, final approving in BIS-SAP prior to keying into SCO, the BIS-SAP infotypes/subtypes affected, interfaced information versus manual input in BIS-SAP, position numbers exist in BIS-SAP before keying into SCO, BISSAP position number included in Item 215 on PAR, etc. Additionally, the AGPA will provide complex problem solving and analysis to ensure the accuracy of the data and will be expected to independently identify and resolve any discrepancies or errors and liaise with assigned programs and institutions.
15%	Analyze, generate, and provide training to transactions staff statewide on how to utilize the SAP infotypes: actions, organizational management, personal data, addresses, planned working time, basic pay, recurring payments/deductions, residence status, CDCR appraisals, monitoring of tasks, qualifications, date specifications, additional personnel data, communication, CDCR multiple positions, etc. and comparing the data to SCO. Provide training materials and attendee feedback from training evaluations, observation, and participation, and analyze common errors present in the systems and those of the staff in search of best practices. Schedule, track, and monitor training for end-users. Assist in coordinating refresher or focused subject training to ensure training effectiveness and continuity. Validate the reliability of reports/forms requirements. Under direction, update and maintain BIS-SAP manuals. Attend and participate in regular/required staff meetings. Act as a technical expert for management hiring supervisors and employees regarding various personnel transaction issues. Provide complex problem solving and analysis to ensure the accuracy of the data. Develop and implement strategies to improve the accuracy and efficiency of personnel transactions.
15%	Research, compile, prepare and submit various reports and participate in special projects as determined by the supervisor. Independently perform user acceptance testing for any BIS-SAP HR Related Modules and identify future process opportunities. Independently participate in implementation activities necessary to meet the goals of various HR projects. Provide complex problem solving and analysis to ensure the accuracy of the data. Perform other related duties as needed. Independent and proficiently utilize the following but not limited to SharePoint, Microsoft Office Suite, BIS-SAP, and SCO systems.

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POSITION NUMBER (Agency – Unit – Class – Serial)

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065-575-5393-821

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DATE