

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Administrative Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-575-4801-006		MCR / HCR 2
DIVISION / UNIT Human Resources Personnel Operations and Support Statewide Support Unit		CLASSIFICATION TITLE Staff Services Manager II (Supervisory)		
		WORKING TITLE		
		TIME BASE / TENURE PERM/FT	CBID S01	WWG E
				COI Yes <input checked="" type="checkbox"/> No <input 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				
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				
Under the general direction of the Staff Services Manager III, Statewide Support Unit, the Staff Services Manager (SSM) II acts as the Section Leader for SSU over the Statewide Transactions Support Unit and HR Customer Connect Team, and is responsible for planning, organizing, and directing the work of subordinate managers and staff providing comprehensive services and support to the field and headquarters Human Resources (HR) Offices. The SSM II must work in collaboration with all other managers in HR to ensure uniform procedures in the administration of all employee services and to ensure compliance with personnel laws, rules, policies, and procedures. The incumbent provides advice and expert consultation to top level managers and executive staff on sensitive and complex personnel matters. The incumbent is responsible to set goals, monitor staff performance measures, and direct staff toward achieving the Department's goal of workforce excellence, organizational effectiveness, and to model and instill the Department's core values of integrity, accountability, justice, employee well-being, and collaboration.				
% 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.			
35%	Through subordinate supervisors/managers, oversees the staff in the Statewide Transactions Support Unit and HR Customer Connect Team. Provides statewide support, expert consultation, advice, and guidance to the institutions and headquarters staff on complex transactions issues. Manages the administration and maintenance of the HR Customer Connect platform. Reviews and approves statewide communications and audits. Collaborates and assists in the creation, maintenance, and updating of personnel policies and procedures, serving as a subject matter expert when needed.			
30%	Conducts process improvement workgroups. Conducts strategic planning efforts and creates plans for the centralization of duties. Provides emergency support in the form of training and resources to assist in backlog or urgent staffing situations, including institutions pending closure.			
20%	Reviews statewide transactions audits, liaises with control agencies, and prepares corrective action plans. Independently responsible for preparing various written reports and correspondence regarding personnel/payroll			

	matters. Researches, reviews, interprets, analyzes, and applies various laws, rules, regulations, policies, bargaining contracts, and control agency pay letters. Ensures subordinate staff have the necessary tools, training, and resources to meet operational needs and provide timely and high-quality customer service. Participates in personnel process innovation projects. Serves as SME in reviewing documents and processes/transactions when needed to assist other areas such as HR Compliance Unit, Office of Labor Relations, and/or Office of Legal Affairs
10%	Performs other personnel related duties and special projects as required. Attends mandated trainings. Responsible for maintaining the security and confidentiality of personnel records and transactions. Provides training to field and/or headquarters staff as needed. Conducts meetings and attends conferences as needed. Some travel may be required. Recruits and selects staff, fosters staff development, approves and denies leave requests, evaluates staff performance, provides on-going performance feedback, recommendations, and takes disciplinary action as necessary.
5%	Perform administrative duties including, but not limited to adhere to Department policies, rules and procedures; submit administrative requests including leave, travel, and training in a timely and appropriate manner; accurately report time, and submit timesheets by the due date.

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

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