

Current Proposed

Classification Title Personnel Technician II (Supervisor)	Division/Unit Selection Division
Working Title CalCareers Supervisor	IT Domain (if applicable)
Position Number 363-850-5139-xxx	Effective Date
Name	Date Prepared 07/03/2020

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the direction of the Staff Services Manager II, the Personnel Technician II (Supervisor) is responsible for providing excellent customer service to departments and the public regarding examination related issues. The Personnel Technician II (Supervisor), the first line supervisor of the CalCareers Center and is responsible for leading a team of technical staff who respond to calls and written inquiries regarding the calcareer.ca.gov and boomerang.ca.gov websites as well as providing technical assistance for CalCareers accounts. The Personnel Technician II (Supervisor) is responsible for process improvement to maximize efficiency and productivity for the CalCareers Services team.

The Personnel Technician II (Supervisor) is responsible for the development and training of team members in collaboration with the Selection Team. Provides direction to staff, establishes and evaluates work assignments, provides direction, and provides growth opportunities as needed.

Duties include, but are not limited to, the following:

Job Functions

[Essential (E) / Marginal (M) Functions]:

40% Supervision (E)

Responsible for the development, planning, organization, and provides day-to-day supervision over staff; assigns and monitors workload of the CalCareers Services Team; provides direction to staff on unit priorities to ensure all assignments for the service center are completed timely within established deadlines; establishes work assignments, provides direction, evaluates work, and provides development as required; develops work schedules; maintains attendance reports. Develops the administrative infrastructure for the unit; establishes and implements internal

administrative policies consistent with departmental policies, practices, and procedures; establishes implements and revises internal procedures for CalCareers Services team members to follow. Demonstrates a positive attitude and a commitment to conduct business in a professional manner in dealing with stakeholders in order to provide quality customer service to all customers

25% Training and Development (E)

Responsible for the development and training of team members in collaboration with the Selection Support and Training Team; identifies training needs, provides mentoring and assists staff with career development and fosters collaborative and team environment; conducts regular staff meetings.

20% Subject Matter Expert (E)

Serves as Subject Matter Expert providing oversight, consultation, expert knowledge, and technical assistance regarding CalCareers and related programs to team members, supervisors, and managers of the Selection Division as well as state departments, and the public; provides guidance and recommendations to supervisors and managers, Executive Management, and the Administration on exam related issues, the calcareers.ca.gov website, and the Exam and Cert Online System (ECOS).

10% Special Projects (M)

Works on special projects, various task forces, partnering groups and represents the departmental at conferences and hearings; make presentations to various organizations associated with selection activities.

5% Performance Management (M)

Prepares probationary and performance appraisal reports. Maintains documentation for progressive disciplinary actions and advises management of disciplinary problems, recommending corrective actions as necessary. Interviews and recommends the hiring of prospective candidates. Completes required hiring documentation to fill vacant positions.

Supervision Received

The Personnel Technician II (Supervisor) reports to the Staff Services Manager II, however, direction and assignments may come from the Chief, Selection Division.

Supervision Exercised

The Personnel Technician II (Supervisor) directly supervises approximately six Personnel Technician Is.

Special Requirements / Desirable Qualifications

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Desirable Qualifications:

- Have excellent customer service skills
- Effective communication skills
- Ability to work independently with minimum supervision
- Ability to handle multiple priorities
- Excellent verbal and written communication skills

Working Conditions

Personnel Technician II (Supervisor) will work in a climate-controlled office at workstation under artificial lightings.

The Personnel Technician II (Supervisor) is required to operate standard office equipment such as, but is not limited to; a personal computer (desk top or lap top models), paper shredder, basic calculator, document system (copier, facsimile, imaging).

The Personnel Technician II (Supervisor) interacts with the public and employees at all levels within the Department and other agencies. This interaction requires the ability to develop and maintain cooperative working relationships with individuals of diverse cultural backgrounds.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties 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 reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date