

Current     Proposed

<b>Classification Title</b> Staff Services Manager II (Managerial)	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Selection HR Systems Program Manager	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-850-4969-001	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> 06/30/2020

## 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 general direction of the Chief, Selection Division, this position serves as the principle advisor to the Chief on matters related to the Examination and Certification Online System (ECOS), CalCareers, Legacy Selection System, and any other HR Information System that is utilized within examination administration, while ensuring the appropriate interpretation and application of civil service laws, rules and best practices. This position has responsibility for providing day-to-day direction and leadership to the ECOS Business Development Teams, the ECOS Consultation Team, and the CalCareers Call Center.

The incumbent is responsible for sensitive and confidential employee matters, and this position requires the use of tact and sound judgment that recognizes the best interests of the state and the Department of Human Resources. Duties include, but are not limited to, the following:

## Job Functions

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

- 50% (E)      Serves as a senior advisor to the Chief of the division providing the highest level of policy and program advice, particularly on selection HR systems, while assisting in raising the efficiency and standards of performance for the Selection Division. Incumbent provides leadership and direction in the exploration of policy and programmatic alternatives that enhance the overall administration of selection related programs. Supervises a large staff including subordinate managers, professional and clerical employees; develops employee performance standards; ensures staff are developed; assigns staff resources to projects; monitors and evaluates performance and takes action as needed. Incumbent provides program management, implements strategies for effective and efficient business operations, and provides direction and strategic leadership to reporting staff to ensure operational goals are achieved. Incumbent will exhibit fair

behavior that is free from implicit bias in dealing with all parties; establishes, maintains and fosters effective working relationships with internal and external stakeholders. Effectively contributes to the department's EEO objectives in order to create and maintain a fair and equitable work environment. Promotes and fosters a work culture that is conducive to employee engagement, productivity, and professional development.

- 20% (E) Administers and directs the development and operation of the automated systems (including Legacy and ECOS) used by HR Professionals for selection activities for the state. Directs the management of security and access to selection-based information systems for state departments; monitors and evaluates program effectiveness; identify improvement needs, recommends new or improved software capabilities; ensures adequate funding to meet program expenditures. Meets with departments to identify annual system needs; determines the deployment of CalHR resources for system enhancements and training. Ensures that all mandated laws, rules, and regulations are properly assessed for potential impact on civil service.
- 20% (E) Establishes program goals and objectives taking into account the needs of a wide variety of stakeholder perspectives; develops program metrics; creates project and cost tracking mechanisms to ensure timely delivery of quality reimbursable services within budget. Personally directs the most complex and sensitive program projects that require collaboration with large numbers of stakeholders including departments, unions, and the legislature. Markets the availability of CalHR products and services, including ECOS, to state departments; meets with client departments to identify needed functionality; develops cost proposals including project milestones and timelines; recommends, evaluates, monitors, and oversees implementation of new functionality and training.
- 10% (M) Represents the Division and/or CalHR on a variety of task forces, committees, and other advisory groups and conducts miscellaneous projects and prepares special reports as needed. Provides guidance, assistance, and consultation and direction to CalHR staff, other departments, employee organizations, and other interested parties on the interpretation and application of the State's exam and hiring process, including applicable laws, rules, policies, and procedures; and, performs other related duties as requested.

**Special Note:**

As a control agency, the policies and activities of these programs impact every department in state government. Additionally, these programs are self-sustaining reimbursable programs. The existence, success and failure of these programs depends upon the skill of the manager in anticipating departmental needs, ensuring that staff with the required technical skills are fully trained and available to meet these needs, marketing services, and negotiating acceptable work plans including costs and timelines. It requires a high level of business acumen including budgeting and accounting skills, financial forecasting, and project management skills. The incumbent is expected to display professionalism, tact, and leadership at a level commensurate for their role in a control agency.

**Supervision Received**

Reports directly to the Chief, Selection Division.

**Supervision Exercised**

Directly supervises Personnel Technician II (Supervisor) and Staff Services Manager I (Supervisory) classifications, and provides indirect supervision other professional staff, as appropriate. Additionally, the incumbent provides functional guidance to the Selection Division and other state organizations related to selection HR systems.

## Special Requirements / Desirable Qualifications

The incumbent requires excellent computer skills (Word and Excel) writing and analytical skills; the ability to work independently and to communicate (verbal/written) clearly, concisely and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with multiple time frames. This position requires the ability to work under pressure to meet deadlines. The incumbent is required to have a broad knowledge of various laws, rules, policies and procedures in multi-disciplined staff services areas; exercise a high degree of good independent judgment; communicate effectively; and easily adapt to changing priorities. This position is responsible for sensitive, confidential, and at times controversial matters in the performance of these specified functions.

## Working Conditions

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.

## 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

Current     Proposed

<b>Classification Title</b> Personnel Program Manager I	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Selection HR Systems Program Manager	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-850-5322-xxx	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> 06/30/2020

## 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 general direction of the Chief, Selection Division, this position serves as the principle advisor to the Chief on matters related to the Examination and Certification Online System (ECOS), CalCareers, Legacy Selection System, and any other HR Information System that is utilized within examination administration, while ensuring the appropriate interpretation and application of civil service laws, rules and best practices. This position has responsibility for providing day-to-day direction and leadership to the ECOS Business Development Teams, the ECOS Consultation Team, and the CalCareers Call Center.

The incumbent is responsible for sensitive and confidential employee matters, and this position requires the use of tact and sound judgment that recognizes the best interests of the state and the Department of Human Resources. Duties include, but are not limited to, the following:

## Job Functions

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

- 50% (E)      Serves as a senior advisor to the Chief of the division providing the highest level of policy and program advice, particularly on selection HR systems, while assisting in raising the efficiency and standards of performance for the Selection Division. Incumbent provides leadership and direction in the exploration of policy and programmatic alternatives that enhance the overall administration of selection related programs. Supervises a large staff including subordinate managers, professional and clerical employees; develops employee performance standards; ensures staff are developed; assigns staff resources to projects; monitors and evaluates performance and takes action as needed. Incumbent provides program management, implements strategies for effective and efficient business operations, and provides direction and strategic leadership to reporting staff to ensure operational goals are achieved. Incumbent will exhibit fair

behavior that is free from implicit bias in dealing with all parties; establishes, maintains and fosters effective working relationships with internal and external stakeholders. Effectively contributes to the department's EEO objectives in order to create and maintain a fair and equitable work environment. Promotes and fosters a work culture that is conducive to employee engagement, productivity, and professional development.

- 20% (E) Administers and directs the development and operation of the automated systems (including Legacy and ECOS) used by HR Professionals for selection activities for the state. Directs the management of security and access to selection-based information systems for state departments; monitors and evaluates program effectiveness; identify improvement needs, recommends new or improved software capabilities; ensures adequate funding to meet program expenditures. Meets with departments to identify annual system needs; determines the deployment of CalHR resources for system enhancements and training. Ensures that all mandated laws, rules, and regulations are properly assessed for potential impact on civil service.
- 20% (E) Establishes program goals and objectives taking into account the needs of a wide variety of stakeholder perspectives; develops program metrics; creates project and cost tracking mechanisms to ensure timely delivery of quality reimbursable services within budget. Personally directs the most complex and sensitive program projects that require collaboration with large numbers of stakeholders including departments, unions, and the legislature. Markets the availability of CalHR products and services, including ECOS, to state departments; meets with client departments to identify needed functionality; develops cost proposals including project milestones and timelines; recommends, evaluates, monitors, and oversees implementation of new functionality and training.
- 10% (M) Represents the Division and/or CalHR on a variety of task forces, committees, and other advisory groups and conducts miscellaneous projects and prepares special reports as needed. Provides guidance, assistance, and consultation and direction to CalHR staff, other departments, employee organizations, and other interested parties on the interpretation and application of the State's exam and hiring process, including applicable laws, rules, policies, and procedures; and, performs other related duties as requested.

**Special Note:**

As a control agency, the policies and activities of these programs impact every department in state government. Additionally, these programs are self-sustaining reimbursable programs. The existence, success and failure of these programs depends upon the skill of the manager in anticipating departmental needs, ensuring that staff with the required technical skills are fully trained and available to meet these needs, marketing services, and negotiating acceptable work plans including costs and timelines. It requires a high level of business acumen including budgeting and accounting skills, financial forecasting, and project management skills. The incumbent is expected to display professionalism, tact, and leadership at a level commensurate for their role in a control agency.

## **Supervision Received**

Reports directly to the Chief, Selection Division.

## **Supervision Exercised**

Directly supervises Personnel Technician II (Supervisor) and Staff Services Manager I (Supervisory) classifications, and provides indirect supervision other professional staff, as appropriate. Additionally, the incumbent provides functional guidance to the Selection Division and other state organizations related to selection HR systems.

## Special Requirements / Desirable Qualifications

The incumbent requires excellent computer skills (Word and Excel) writing and analytical skills; the ability to work independently and to communicate (verbal/written) clearly, concisely and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with multiple time frames. This position requires the ability to work under pressure to meet deadlines. The incumbent is required to have a broad knowledge of various laws, rules, policies and procedures in multi-disciplined staff services areas; exercise a high degree of good independent judgment; communicate effectively; and easily adapt to changing priorities. This position is responsible for sensitive, confidential, and at times controversial matters in the performance of these specified functions.

## Working Conditions

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.

## 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

Current     Proposed

<b>Classification Title</b> Staff Services Manager II (Supervisory)	<b>Division/Unit</b> Selection Division
<b>Working Title</b> Selection HR Systems Program Manager	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-850-4801-xxx	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> 06/30/2020

## 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 general direction of the Chief, Selection Division, this position serves as the principle advisor to the Chief on matters related to the Examination and Certification Online System (ECOS), CalCareers, Legacy Selection System, and any other HR Information System that is utilized within examination administration, while ensuring the appropriate interpretation and application of civil service laws, rules and best practices. This position has responsibility for providing day-to-day direction and leadership to the ECOS Business Development Teams, the ECOS Consultation Team, and the CalCareers Call Center.

The incumbent is responsible for sensitive and confidential employee matters, and this position requires the use of tact and sound judgment that recognizes the best interests of the state and the Department of Human Resources. Duties include, but are not limited to, the following:

## Job Functions

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

- 50% (E)      Serves as a senior advisor to the Chief of the division providing the highest level of policy and program advice, particularly on selection HR systems, while assisting in raising the efficiency and standards of performance for the Selection Division. Incumbent provides leadership and direction in the exploration of policy and programmatic alternatives that enhance the overall administration of selection related programs. Supervises a large staff including subordinate managers, professional and clerical employees; develops employee performance standards; ensures staff are developed; assigns staff resources to projects; monitors and evaluates performance and takes action as needed. Incumbent provides program management, implements strategies for effective and efficient business operations, and provides direction and strategic leadership to reporting staff to ensure operational goals are achieved. Incumbent will exhibit fair

behavior that is free from implicit bias in dealing with all parties; establishes, maintains and fosters effective working relationships with internal and external stakeholders. Effectively contributes to the department's EEO objectives in order to create and maintain a fair and equitable work environment. Promotes and fosters a work culture that is conducive to employee engagement, productivity, and professional development.

- 20% (E) Administers and directs the development and operation of the automated systems (including Legacy and ECOS) used by HR Professionals for selection activities for the state. Directs the management of security and access to selection-based information systems for state departments; monitors and evaluates program effectiveness; identify improvement needs, recommends new or improved software capabilities; ensures adequate funding to meet program expenditures. Meets with departments to identify annual system needs; determines the deployment of CalHR resources for system enhancements and training. Ensures that all mandated laws, rules, and regulations are properly assessed for potential impact on civil service.
- 20% (E) Establishes program goals and objectives taking into account the needs of a wide variety of stakeholder perspectives; develops program metrics; creates project and cost tracking mechanisms to ensure timely delivery of quality reimbursable services within budget. Personally directs the most complex and sensitive program projects that require collaboration with large numbers of stakeholders including departments, unions, and the legislature. Markets the availability of CalHR products and services, including ECOS, to state departments; meets with client departments to identify needed functionality; develops cost proposals including project milestones and timelines; recommends, evaluates, monitors, and oversees implementation of new functionality and training.
- 10% (M) Represents the Division and/or CalHR on a variety of task forces, committees, and other advisory groups and conducts miscellaneous projects and prepares special reports as needed. Provides guidance, assistance, and consultation and direction to CalHR staff, other departments, employee organizations, and other interested parties on the interpretation and application of the State's exam and hiring process, including applicable laws, rules, policies, and procedures; and, performs other related duties as requested.

**Special Note:**

As a control agency, the policies and activities of these programs impact every department in state government. Additionally, these programs are self-sustaining reimbursable programs. The existence, success and failure of these programs depends upon the skill of the manager in anticipating departmental needs, ensuring that staff with the required technical skills are fully trained and available to meet these needs, marketing services, and negotiating acceptable work plans including costs and timelines. It requires a high level of business acumen including budgeting and accounting skills, financial forecasting, and project management skills. The incumbent is expected to display professionalism, tact, and leadership at a level commensurate for their role in a control agency.

## **Supervision Received**

Reports directly to the Chief, Selection Division.

## **Supervision Exercised**

Directly supervises Personnel Technician II (Supervisor) and Staff Services Manager I (Supervisory) classifications, and provides indirect supervision other professional staff, as appropriate. Additionally, the incumbent provides functional guidance to the Selection Division and other state organizations related to selection HR systems.

## Special Requirements / Desirable Qualifications

The incumbent requires excellent computer skills (Word and Excel) writing and analytical skills; the ability to work independently and to communicate (verbal/written) clearly, concisely and accurately; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with multiple time frames. This position requires the ability to work under pressure to meet deadlines. The incumbent is required to have a broad knowledge of various laws, rules, policies and procedures in multi-disciplined staff services areas; exercise a high degree of good independent judgment; communicate effectively; and easily adapt to changing priorities. This position is responsible for sensitive, confidential, and at times controversial matters in the performance of these specified functions.

## Working Conditions

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.

## 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