

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
PAYROLL AND BENEFIT SERVICES/OPERATIONS UNIT
DUTY STATEMENT**

NAME: VACANT

POSITION NUMBER: 420-057-4800-xxx

JOB TITLE: OHR Operations Manager (Staff Services Manager I)

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) II, the SSM I is responsible for supervising a team comprised of analytical and clerical staff that provide the full realm of administrative and operational functions of the Office of Human Resources (OHR). This includes business services, facilities, contracts, procurement, budget development, Help Desk and video conferencing services, and program control.

SUPERVISION RECEIVED: Reports directly to the Staff Services Manager II over the Payroll Benefit Services (PBS).

SUPERVISION EXERCISED: Directly supervises a team consisting of Associate Governmental Program Analysts (3), Information Technology Associate (1), Office Technicians (2), Business Service Officer (1), Personnel Technician II (1), and Retired Annuitants (3).

TYPICAL WORKING CONDITIONS: May work in an enclosed office or cubicle in a high- rise building and smoke-free environment in the 1300 I Street building. Occasional statewide travel is necessary.

ESSENTIAL FUNCTIONS:

- 35% Provides daily supervision, direction, and technical assistance to a team of analysts and support staff in the performance of their work assignments related to the administrative functions of the OHR. Provides guidance, training and mentoring to subordinate staff. Establishes and communicates roles, responsibilities, procedures, policies, and guidelines for conduct and performance of tasks. Assigns work projects, ensures due dates/deadlines are met, and reviews work products for accuracy and completeness. Interprets upper management requests, conducts appropriate and thorough research, and provides upper management the requested information in a timely manner. Communicates with management by keeping them apprised of potential problems or issues and provides adequate follow-through on identified issues. Compiles and submits information for necessary reports or prepares special reports when required.

- 30% Manages the development and administration of the OHR budget (i.e. budget planning, review and/or preparation of concept papers, budget change proposals, input to budget drills, and resolution of funding issues), service contracts, purchasing, space management, safety, travel and communications. Manages the development, recommendation, and implementation of short- and long-term organizational goals, objectives, policies, and operating procedures. Monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement. Oversees the analysis of proposed legislation to determine impact on the operation of the OHR and/or the Department, and provides recommendations on the implementation of passed legislation.

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- 25% Manages various IT Projects (e.g., Virtual Desktop Infrastructure, and Department Call Center Migration) and oversees IT services for the OHR. Consults with and advises CJIS staff on enterprise IT projects to automate processes that are inherent to the operations of the OHR. Coordinates the development of the OHR Director's annual Technology Plan to maintain the OHR's facilities. Manages the distribution of the OHR equipment, while ensuring compliance with State and Departmental rules and policies. Manages the activities of both the Desktop Application Help Desk and BlueJeans Video Conferencing Services. Works closely with assigned staff to address and resolve issues related to vendor logistics, office operations and maintenance, statewide computer labs, IT equipment, office moves, phone relocations, equipment inventory (IT and non-IT), Cal-Card purchases, invoice payments, complex client inquiries, reviewing, drafting and editing of correspondence and reports. Oversees the administration of the OHR website to ensure that content updates are completed accurately and timely.
- 10% Manages the activities and performance of the operations staff, assists in the hiring of new staff, tracks employee attendance, approves/denies requests for time off, reviews and approves JUS 634s, prepares staff evaluations (i.e., probationary and annual appraisals), and approves requests for formal training from staff necessary to perform their tasks effectively. Works closely with the SSM II, PBS to set and communicate unit expectations.

I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)

Employee Signature

Date

Supervisor Signature

Date