

# DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

RPA #	EFFECTIVE DATE:
-------	-----------------

EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-403-1317-901
DIVISION/UNIT Office of Human Resources	CLASS TITLE Senior Personnel Specialist

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the general direction of the Staff Services Manager I, the Senior Personnel Specialist is the journey-level Transactions subject-matter-expert and primary staff resource responsible for the most difficult and complex personnel and payroll issues. The incumbent exercises a high-level independence to provide critical personnel and payroll functions. The incumbent is responsible for providing thorough and detailed problem-solving knowledge, skills, and ability in the following duties:

Percentage 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.

Percentage 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.
25%	<p><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p>Conducts new employee orientation to ensure that all new staff have received and signed all pertinent benefit and other personnel documents. Answers questions for new employees regarding benefits and other Transactions related matters. Safeguards confidential personnel information. Keeps pending files on all documents until they have been verified and audited within the employment history databases. Audits all Notice of Personnel Actions (NOPA) prior to sending the employee copy via internal mail service. Audits all turn around Personnel Action Requests (PAR) prior to filing, makes any necessary adjustments. Copies the informational position strip from the PAR and files it. When necessary, calendars and creates meeting notices for range changes and appointment expiration dates for tracking purposes. Updates, completes, and provides a weekly workload report. Responds timely to inquiries on a wide range of personnel related subjects. Responds to employment verifications.</p>
25%	<p>Adept at multitasking, organizing and prioritizing workload and meeting responsibilities promptly. Takes decisive action based on well documented facts and recommend alternative solutions. . Works closely with Classification and Pay Analyst for clarification on salary issues. Researches, prepares, and keys payroll documents including master payroll, docks, overtime, payroll adjustment notices and salary advances. Upon determination of an overpayment situation promptly sends the required payroll documents to the State Controller's Office (SCO) to establish the Accounts Receivable (A/R) timely with payroll deductions retrieved in a 30-to-60-day cycle. Sends A/R notification to employee to determine a payback plan prior to the establishment of the A/R. Reconciles monthly payrolls and authorizes release of warrants. Works closely the Fiscal and Business Services staff to determine return of salary warrants when necessary. In the absence of an on-sight accounting office, works closely with the Department of General Services to issue and/or clear salary advances and clear A/Rs. Documents and processes Worker's Compensation, Non-Industrial Disability, and State Disability Insurances. Creates a pending file for each disability case to track and document payroll and benefits. If accounts receivables are incurred, immediately establish the A/R to recoup the overpayment. Works closely and corresponds with the employee to keep communication and information open and current. Prepare necessary NDI paperwork for the employee to take to the doctor for verification of NDI benefits. Consults with employees who are planning on utilizing SDI and notifies them of the process to maintain their benefits. Gives employees instructions on when to</p>

# DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

15%	<p>submit the SDI documentation to the personnel office to maintain benefits without a lapse in coverage. Works closely with employees when communicating various payroll issues; when determining various payroll and/or salary issues supports and implements best benefit to employees.</p> <p>Reviews and is familiar with bargaining unit contracts to ensure employees receive appropriate benefits; answers questions in relation to bargaining unit contracts. Processes all benefits timely for health, dental, and vision for newly eligible or current employees with permitting event changes. Processes all open enrollment documents timely and notifies any/all employees of changes to original documents. Processes all enrollments for annual leave or change back to vacation and sick leave earnings. Notifies employees in writing of accounts receivables established for any form of benefit. Research employment history to clarify or implement benefit changes when necessary. Processes all Long-Term Disability forms, Direct Deposit forms, changes or adds in voluntary payroll deduction forms, etc. Schedules and facilitates orientation for new and transferring employees. Provides assistance to new and current employees regarding their rights and benefits as state employees. Assists employees with benefit packages including health, dental, vision, life insurance and other benefit processes.</p>
10%	<p>Applies all control agency rules and regulations when keying personnel and payroll transactions on the SCO or the Cal HR systems using the following reference manuals: Personnel Procedures Manual, Personnel Action Manual, CalPERs State Reference Guide, California Leave Accounting System Manual, CalHR Laws and Rules; PERS Benefits Manual; State Pay Scale; Exempt Pay Scale; State Administrative Manual; and various labor contracts. Covers the front office window; helps customers; and arranges for back up coverage when necessary.</p>
10%	<p>Prepare and monitors correspondence, researches and responds to the most complex issues. Audits and keys attendance records using an automated leave system (CLAS). Works with managers and supervisors to document corrections. Researches and corrects discrepancies of leave usage; will establish accounts receivable in the event of over usage of leave. Audits and keys student and retired annuitant attendance and payrolls within the first 10 working days of each month. Establishes new or transferring employees into the CLAS system and establishes various leave benefits, including Educational Leave. Audits the Leave Activity and Balance Reports (LAB Report) prior to distributing to supervisors and managers; makes notations of those employees with discrepancies. Maintains accurate filing systems for official personnel files, attendance and payroll records.</p>
10%	<p>Prepares special management reports, spreadsheets, and charts, drafts correspondences. Functions as a team member on a variety of personnel related Special Projects. Develops, maintains, and delivers specialized personnel training programs to managers and staff on Transactions matters including benefits and attendance issues.</p>
5%	<p><b><u>MARGINAL FUNCTIONS</u></b>          Acts as back up for maintaining, stocking, and ordering supplies for the Office of Human Resources. Scans various payroll and attendance documents for effective space management.</p>

## KNOWLEDGE AND ABILITIES

*Knowledge of:*

- All of the above, and laws, rules, regulations, and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll, and certification processes used in State departments.

*Ability to:*

- Perform all of the above and represent the department on intra/interdepartmental teams; coordinate a variety of personnel/payroll transactions; research critical transactions and recommend alternative solutions.

# DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

## DESIRABLE QUALIFICATIONS

- Ability to multitask.
- Self-motivated work ethic.
- Ability to work well in a team environment.

## SPECIAL PERSONAL CHARACTERISTICS

- Demonstrates a high level of customer service and commitment to performing duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment. Maintains good work habits and adheres to all policies and procedures. Fingerprint clearance.

## INTERPERSONAL SKILLS

- Ability to multitask.
- Self-motivated work ethic.
- Ability to work well in a team environment.

## WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

### Work Environment:

- Requires prolonged sitting, use of telephone and terminals, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and work business hours of 8:00 a.m. to 5:00 p.m.

### Physical Ability

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

### Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments.

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

## PERSONAL CONTACTS

- Incumbent has frequent contact with staff of all levels of the organization. Has daily contact with Commission management and staff. Has frequent contact with control agencies such as SCO, CalHR, and CalPERS.

## LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

- Position has a high level of responsibility and significant consequence of error. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized persons, may cause erroneous leave balances, and errors to benefit and pay entitlements of staff at all levels of the organization.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE