

Current     Proposed

<b>Classification Title</b> Staff Services Manager I (Specialist)	<b>Division/Unit</b> Executive Division
<b>Working Title</b> Project Manager	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-800-4800-001	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> <b>01/04/2022</b>

## 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

**Executive Office - Business Process Improvement Office (BPIO)** builds partnerships with CalHR programs to identify areas in need of process improvement. Manages process improvement projects using project management and process improvement methodologies such as Lean to improve processes, staff efficiency, and better serve the needs of the public and state departments we serve. Implements change management strategies and implementation plans to ensure seamless transitions and to maximize employee adoption.

**Selection Division** creates and administers civil service exams to recruit high quality candidates in a fair and open process and ensures the administration of examinations are conducted in accordance with the laws and rules of the state civil service merit system as referenced in the California Constitution.

Under the general direction of the Staff Services Manager II, Business Process Improvement Office (BPIO) and program guidance from the Selection Division Chief, the Project Manager will be responsible for managing the Selection Division (SD) program's most complex and sensitive internal and/or external HR Selection related projects using project management and process improvement methodologies to better serve the public and state agencies' needs. The incumbent will work collaboratively with the SD staff and stakeholders through open communication to track key project milestones and deliverables, develop and implement action plans, and measure program effectiveness. Duties include, but are not limited to, the following:

## Job Functions

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

Percentage (%)	(E) or (M)	Job Duties
40%	(E)	<p><b>Project Management</b>            Develop project management tools, methodologies and standards to manage and track vital high-profile SD projects. Ensure all assigned projects are completed within scope, budget, and timeline. Provide recruitment project guidance to division hiring managers to ensure they are all using the HR and BPIO recruitment tools and methodologies as a standard for compliance and consistency in the process. Serve as a change management agent and implement strategies and implementation plans to set project expectations and maximize staff adoption. Develop, maintain, and update project plans and tracking systems to monitor projects effectiveness and progress. Identify and review business processes, risks, and recommend mitigation plans. Determine necessary project steps: identify project team roles and responsibilities; facilitate project status update meetings, mitigate project risks, and implement strategies. Serve as a liaison to stakeholders in planning, organizing, and implementing project charters and plans.</p>
30%	(E)	<p><b>Process Improvement</b>            Work with SD Program Managers and BPIO team to develop roadmap of identified SD areas of improvement. Gather and review business processes and/or program effectiveness and work with BPI Consultant(s) to implement process improvement initiatives. Attend SD meetings to provide process improvement initiatives updates, share best practices, gather feedback, and ensure initiatives are aligned with department goals and objectives. Ensure all managed projects are using Lean methodologies to increase efficiencies throughout the project life cycle. Manage process improvement projects and present findings and recommendations to the Division Chief and/or managers.</p>
20%	(E)	<p><b>Analysis and Data Collection</b>            Determine and collect the appropriate metrics for each program to develop dashboards to share with SD and BPIO management teams for decision making. As part of process improvement initiatives, develop and implement tracking mechanisms to capture the program's workload and metrics. Collaborate with SD managers to gather monthly data/metrics to compile a division-wide monthly summary report for the management team. Review, interpret and analyze sensitive and complex data to measure program and/or project effectiveness. Work with Selection Services Program Project Coordinator to monitor budgets to ensure all expenditures stay within budgetary constraints.</p>
5%	(E)	<p><b>Research</b>            Research project management, change management, and Lean methodologies, tools, and trends to ensure best practices are being used. Share best practices with the BPIO team to ensure consistency department-wide. Research program processes/procedures to identify opportunities for improvements to improve the effectiveness of program operations</p>
5%	(M)	<p>Performs other duties as required consistent with office needs.</p>

## Supervision Received

The Staff Services Manager I reports directly to the Division Functional Manager and receives project management guidance from the BPIO Program Manager.

## Supervision Exercised

None. While the Staff Services Manager I does not supervise staff directly, they will assign work to the staff in the project teams.

## Special Requirements / Desirable Qualifications

This position further requires the following: demonstrated ability to act independently, open-mindedness, flexibility, and tact. Familiarity with the Department's goals and policies related to the assigned tasks is also required.

In addition, the desirable qualifications for the Staff Services Manager I include having knowledge of project management, Lean, and change management methodologies. The incumbent should have experience in researching and analyzing complex data and developing project plans and tracking mechanisms. The incumbent should have the ability to demonstrate strong leadership by continuously model the behaviors, traits, values, and characteristics of a successful leader. Effective communication, business acumen, decision making and problem-solving skills are essential for this position.

## 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 RA Coordinator.)

\*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 their 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