

Current Proposed

Classification Title Staff Services Manager I	Division/Unit Office of Civil Rights
Working Title Program Consultant	IT Domain (if applicable)
Position Number 363-910-4800-XXX	Effective Date
Name	Date Prepared July 20, 2022

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 Staff Services Manager III, the Staff Services Manager I is responsible for monitoring discrimination complaint activity and providing consultation to departments statewide for the Office of Civil Rights (OCR). As a full journey level manager, performs a variety of tasks including analysis and reporting in support of the Discrimination Complaint Tracking and Monitoring Unit. Duties include, but are not limited to, the following:

Job Functions

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

Percentage (%)	(E) or (M)	Job Duties
35%	(E)	Department Consultation Work closely with department Equal Employment Opportunity Officers (EEO) to assess EEO programs and compliance of discrimination complaint reporting activities. Monitor discrimination complaint activities using the Discrimination Complaint Tracking System (DCTS) to identify trends, patterns, and issues. Evaluate department discrimination complaint activities using risk evaluation methods and criteria. Analyze discrimination complaint data. Conduct department reviews and provide consultation as issues are identified. Develop action plans and risk mitigation plans as needed for department implementation and compliance. Apply relevant laws, rules, policies

		and procedures to handle, transport, process and store discrimination complaint activity. Monitor the DCTS program email box and respond to requests for information and/or assistance.
25%	(E)	<p>Program Development</p> <p>Serve as lead in program policy and regulatory development, and ongoing program implementation. Review business processes and recommend improvements consistent with CalHR's strategic plan and goals. Assist in developing program case monitoring criteria. Assist with creation of program tools for department use. Assist with development of CalHR annual report components and analysis structure. Establish and manage schedule for department consultation. Update program desk manuals and tools. Assist with development and maintenance of program website content.</p>
25%	(E)	<p>Case Management and Tracking System Administration</p> <p>Provide ongoing support with identifying and developing case management and tracking system business requirements. Work with stakeholders to ensure individual business needs are addressed. Provide guidance as departments migrate into the new Multi Factor Authentication standards of DCTS. Assist with administration of user accounts across all state entities and track user activity. Prepare standardized and ad hoc reports as needed.</p>
10%	(E)	<p>Training Development</p> <p>Collaborates with System Administrator to develop training plans, curriculum, and materials for DCTS users. Educates staff and conducts user training on the use of the DCTS for statewide implementation.</p>
5%	(M)	<p>Legislation Review</p> <p>Reviews current and proposed legislation for analysis and recommendations. Researches current civil rights activities to identify patterns and trends that inform state department compliance practices.</p>

Supervision Received

The Staff Services Manager I reports directly to and receives the majority of assignments from the Staff Services Manager III; however, direction and assignments may also come from the OCR Division Chief.

Supervision Exercised

None.

Special Requirements / Desirable Qualifications

- Extensive EEO discrimination complaint investigation experience.
- Excellent oral and written communication skills; writing, editing, and proofing.
- Ability to effectively communicate to groups and individuals on technical issues; plan, analyze, and translate results into oral or written format understandable for any audience.
- Strong public speaking/presentation skills; ability to efficiently facilitate meetings.
- Ability to listen, write, and present information in a manner consistent with the recipient audience.
- Ability to anticipate and identify highly sensitive issues which may impact the organization, departments, public, and internal or external stakeholders.
- Ability to apply logical reasoning, develop alternatives, recommend appropriate

courses of action, and present options.

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

Current Proposed

Classification Title Staff Personnel Program Analyst	Division/Unit Office of Civil Rights
Working Title Program Consultant	IT Domain (if applicable)
Position Number 363-910-5313-XXX	Effective Date
Name	Date Prepared July 20, 2022

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General Statement

Under general direction of the Staff Services Manager III, the Staff Personnel Program Analyst is responsible for monitoring discrimination complaint activity and providing consultation to departments statewide for the Office of Civil Rights (OCR). As a full journey level manager, performs a variety of tasks including analysis and reporting in support of the Discrimination Complaint Tracking and Monitoring Unit. Duties include, but are not limited to, the following:

Job Functions

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

Percentage (%)	(E) or (M)	Job Duties
35%	(E)	Department Consultation Work closely with department Equal Employment Opportunity Officers (EEO) to assess EEO programs and compliance of discrimination complaint reporting activities. Monitor discrimination complaint activities using the Discrimination Complaint Tracking System (DCTS) to identify trends, patterns, and issues. Evaluate department discrimination complaint activities using risk evaluation methods and criteria. Analyze discrimination complaint data. Conduct department reviews and provide consultation as issues are identified. Develop action plans and risk mitigation plans as needed for department implementation and compliance. Apply relevant laws, rules, policies and procedures to handle, transport, process and store discrimination

		complaint activity. Monitor the DCTS program email box and respond to requests for information and/or assistance.
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25%	(E)	<p>Case Management and Tracking System Administration</p> <p>Provide ongoing support with identifying and developing case management and tracking system business requirements. Work with stakeholders to ensure individual business needs are addressed. Provide guidance as departments migrate into the new Multi Factor Authentication standards of DCTS. Assist with administration of user accounts across all state entities and track user activity. Prepare standardized and ad hoc reports as needed.</p>
10%	(E)	<p>Training Development</p> <p>Collaborates with System Administrator to develop training plans, curriculum, and materials for DCTS users. Educates staff and conducts user training on the use of the DCTS for statewide implementation.</p>
5%	(M)	<p>Legislation Review</p> <p>Reviews current and proposed legislation for analysis and recommendations. Researches current civil rights activities to identify patterns and trends that inform state department compliance practices.</p>

Supervision Received

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Supervision Exercised

None.

Special Requirements / Desirable Qualifications

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