

Current     Proposed

<b>Classification Title</b> Staff Services Manager I (Specialist)	<b>Division/Unit</b> Benefits Division/Statewide Engagement Program
<b>Working Title</b> Statewide Merit Award Program Specialist	<b>IT Domain</b> (if applicable)
<b>Position Number</b> 363-550-4800-002	<b>Effective Date</b>
<b>Name</b>	<b>Date Prepared</b> September 30, 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 the general direction of the Staff Services Manager II, the Staff Services Manager I (Specialist), (SSM I) is responsible for the most complex and difficult management assignments in administration of the state's benefits programs for the Statewide Engagement Program, which takes a holistic approach to product encompasses the overall well-being of (state) employees. The Statewide Engagement programs includes the administration of the following benefit programs: The Employee Assistance Program (EAP), Healthier U Connections, the Statewide Wellness Program, the Merit Award program, the Employee Suggestion, Governor's State Employee Medal of Valor Award, Superior/Sustained Superior Accomplishment Award, the 25-year Service Award, Human Resources Credentialing, the Negri Award and the Statewide Employee Recognition programs.

Duties include, but are not limited to, the following:

### Job Functions

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

Percentage (%)	(E) or (M)	Job Duties
40%	(E)	<b>Program Management</b> As the technical expert/consultant leading the Statewide Engagement Program, the SSM I provide policy and administrative oversight in collaboration with other Section staff, with the management of the

		<p>Statewide Engagement section. Responsible for administering engagement initiatives in a manner that takes a holistic approach to product, programs and service delivery that encompasses the overall well-being of (state) employees. Actively engages with internal and external stakeholders, partners, vendors, state labor relations officers, personnel officers, departmental officials, and health industry-consultants to enhance, strengthen and expand the Statewide Engagement section to enable and improve effectiveness state worksites. Develops and implements outreach, education and initiatives for the Statewide Engagement programs. Administers applicable award programs, oversees nomination processes, coordinates and attends award program events such as the Governor’s State Employee Medal of Valor Award, Superior/Sustained Accomplishment Award, Negri Award, 25-year Retirement Award as well as propose new award programs for California state workers. Remains abreast of benefit programs; recommends and implements applicable program changes. Provides completed staff work on various special projects as assigned.</p>
30%	(E)	<p><b>Research and Analysis</b>  Research and analyze efforts related to policies and barriers that hinder employee engagement activities and impair program effectiveness. Formulate recommendations that result in projects and policies that successfully deliver alternative solutions to reach the desired engagement outcomes and the development of “lesson learned” through program analysis. Consistently analyzes program data, identifying patterns and performing a trend analysis. Researches laws, regulations, and policies to ensure program compliance. Provides support to the collective bargaining process by drafting proposals, providing technical expertise and assisting in the development of the promulgation of new regulations. Prepares the Statewide Engagement section’s comprehensive legislative analysis affecting the award programs. Assist with the preparation of programs’ contracts, including the bid process, and renewals, monitors contractor performance, program development, utilization, outreach and expenditures.</p>
25%	(E)	<p><b>Communication</b>  Establish positive working relationships with internal and external departmental coordinators, management, executive staff, state employees, legislative members, union officials and carriers/contractor by communicating program and project directions, and resolving outstanding questions from the above-mentioned stakeholders. Responsible for the development and delivery of communication for program updates on various program issues and topics. Provide internal and external technical expertise where needed in alignment of program mission and goals. Develop and update program materials, manuals, guidelines and websites. Prepares issue papers, memos, legal opinion, requests, and other correspondences as needed. Prepares attends and facilitates meetings and program trainings, creating, reviewing and updating materials, including but not limited to agendas, presentations, resources, and notes. Participates on benefit program related workgroups.</p>

5%	(M)	<b>Other Duties</b> Performs other duties as required consistent with division needs, including participating in Division wide project initiatives.
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## Supervision Received

The Staff Services Manager I (Specialist) reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from other Benefits Division Program Managers and/or the Division Chief.

## Supervision Exercised

May act as lead.

## Special Requirements / Desirable Qualifications

### Benefits Division Technical Core:

The successful Associate Governmental Program Analyst actively pursues development in the following areas:

- *Interpersonal skills* – conflict resolution, effective team behavior, adaptability, resilience, and helping behaviors
- *Communication skills* – clear and concise verbal and written, presentation skills, meeting facilitation skills, and the ability/skill to engage customers
- *Dependability* – meets deadlines, follow established BD procedures, and manages time and schedule effectively
- *General business acumen* – honest, ethical, systemic thinking, thoughtfully decisive, and conscientious

## Working Conditions

The duties of this position provide telework opportunities, including the ability to work partially remote. When onsite, duties are performed indoors at 1515 “S” Street building and is equipped with standard or ergonomic office equipment, as appropriate. This model is subject to change based on operational needs. 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.

<b>Employee Signature</b>	<b>Employee Printed Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Printed Name</b>	<b>Date</b>