

Current Proposed

Classification Title Staff Services Manager III	Division/Unit Benefits Division
Working Title Assistant Division Chief	IT Domain (if applicable)
Position Number 363-550-4802-XXX	Effective Date
Name	Date Prepared 9/2/2022

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

CalHR's Benefits Division administers the statewide benefit plans for employees, retirees, and (eligible) dependents designed to support the State in attracting and retaining a qualified workforce. This includes dental, vision, flexible spending accounts, employee counseling, wellness, employee recognition life insurance, long-term disability insurance, legal and retirement services. In addition, the Division oversees the State's master agreement for workers' compensation and advises the Director on the CalPERS pension and health plan and benefit policy topics related to bargaining, legislation, and benefit purchasing alternatives.

Under the general direction of the CEA – Benefits Division Chief (BDC), the Staff Services Manager III (SSM III) functions as an Assistant Division Chief (ADC) and is responsible for assisting the BDC with the development and implementation of policies, legislation, and programs. The SSM III supports the strategic plan by planning, developing, implementing, managing, and directing the work in three sections: Policy Oversight and Management (POM); Projects and Compliance (PAC); and Statewide Engagement Project, and Data Section (SEPPS).

Without detailed supervision and exhibiting a significant independence of action, duties include but are not limited to:

Job Functions

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

Percentage (%)	(E) or (M)	Job Duties
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30%	(E)	<p>Program Development, Implementation, and Ongoing Management Manages Division operations, goals and leads the team to achieve business outcomes by managing issues, risks, decisions, dependencies and action items. Provides the highest level of Benefits policy interpretation and guidance to the BDC. Ensures the integrity of program operations by developing and maintaining business partnerships to increase efficiency and maximize performance standards for the Policy Oversight and Management (POM); Projects and Compliance (PAC); and Statewide Engagement Project, and Data Section (SEPPS). Oversees the statewide experts in matters related to health policy and state employee and retiree benefits, as needed. Represents the Benefits Division Chief as the subject matter expert in meetings with internal and external entities and serves as acting Chief when the BDC is unavailable.</p>
25%	(E)	<p>Division Management Manages section workloads by setting priorities, planning, reviewing and directing the workload for the POM, SEPPS, and PAC sections. Provides direct and indirect supervision of managers and staff and performs associated duties, including recruitment, hiring, performance evaluation, and progressive discipline. Promotes engagement, coaching and mentoring across all levels of staff and creates opportunities for employee development within the Benefits Division.</p>
20%	(E)	<p>Legislation, Policy Oversight, and Compliance Ensures timely communication and development of policy memos, legislative proposals, budget change concepts, and budget change proposals by monitoring legislative, labor agreements, and policy changes within the scope of the Benefits Division. Plans, directs, and approves policy and regulation packages by monitoring the rulemaking process and the collective bargaining process, as it pertains to state employee health benefits. Provides solutions and policy guidance regarding health benefits administration and ensures that all mandated laws, rules, and regulations are evaluated for potential impact to the administration of statewide benefits. Oversees and delegates implementation of legislative changes impacting the Benefits Division by anticipating, planning, directing, and monitoring from status to completion.</p>
20%	(E)	<p>Process Improvement Transforms the Division's strategy to a data-driven and analytics decision-making culture with the goal of delivering efficient and effective statewide benefit programs. Applies business acumen to achieve measurable business results. Evaluates administrative operations and develops strategies for continuous improvement, including efficiency, productivity, quality improvement, and collaboration to ensure operations are efficient and effective. Compiles data from databases, metrics reports, and at-a-glance dashboards to successfully communicate strategic level results. Ensures information for all sections is reviewed on a quarterly basis to identify and prioritize improvement objectives with a clear understanding of the division strengths, weaknesses, opportunities, and threats. Measures the effectiveness of the program (s) areas and collaborates with the Business Process Improvement Office (BPIO) by working in tandem with the Business Process Improvement Consultant to execute process improvement initiatives within the Benefits Division.</p>

		Serves as a change advocate for the division to support program initiatives and embrace changes through an effective change management process.
5%	(M)	Strategic Planning and Other Duties Contributes to the development of short and long-term strategic goals and executes Benefits operational objectives on behalf of the BDC. Remains current on employee and retiree benefits aligned with industry standards to ensure delivery of efficient and effective statewide benefit programs. Performs other duties as required consistent with division needs, by providing support and backup to other Division Sections.

Supervision Received

The Staff Services Manager III reports directly to and receives the majority of assignments from the Benefits Division Chief, CEA.

Supervision Exercised

The Staff Services Manager III directly supervises a broad range of classifications, to successfully administer efficient statewide benefit programs in the Policy Oversight and Management (POM); the Projects and Compliance (PAC); and the Statewide Engagement Program and Project Delivery sections, respectively, with the Benefits Division.

Special Requirements / Desirable Qualifications

This position works collaboratively with multiple program areas and requires the highest degree of skill, knowledge, tact, and good judgement.

Desirable Qualifications

- Demonstrated knowledge of state policies, rules & standards relative to the State’s Civil Service Benefits Administration
- Experience analyzing and implementing legislation and advising management on its impact
- Managerial experience that demonstrates the ability to successfully solve problems, facilitate decision-making, promote team work, and achieve success by collaborating with others to achieve strategic goals
- Excellent supervisory skills to manage and motivate staff to influence outcomes
- Innovative mindset to establish new programs in partnership with stakeholders
- Demonstrated ability to develop and deliver engaging, educational, transformative, persuasive, and instructive presentations
- Experience as an agent for change throughout all phases program development, evaluation, planning, and implementation
- Demonstrated ability to manage multiple conflicting priorities and work under pressure to meet deadlines, problem solve, think strategically and forward plan
- Demonstrated ability to understand and interpret written data analysis to develop comprehensive reports to communicate with executive level management, other state agencies, legislative staff, benefits carriers, local governments, etc.
- Extensive writing experience (preferably report writing or written analysis from data) with experience in recommending, influencing, developing and implementing policies and procedures
- Supports the department’s Equal Opportunity (EEO) initiative and demonstrates an unwavering commitment to diversity, equity and inclusion

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. These conditions are 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.

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