SUMMARY OF RESPONSIBILITIES

Under the general direction of the Personnel/Labor Relations Officer, Human Resources Office, the Staff Services Manager I (SSM I), Assistant Personnel Officer, is responsible for planning, coordinating, and supervising staff in Selection Services, Certification/Examinations, Classification & Pay, and Disability Leave (Workers Compensation; Reasonable Accommodation; FMLA/CFRA). Duties include but are not limited to the following:

Description of Essential Functions:

35% Direct, oversee, plan, and provide analysts direction and guidance in all aspects of merit-based hiring to ensure consistent interpretation and application of the State Personnel Board (SPB) and the California Department of Human Resources (CalHR) laws, rules, and systems. Monitor staff workload and progress to ensure goals and deadlines are met. Determine position allocations; approve organizational structures; verify candidate eligibility including minimum qualifications determinations and the withhold process; making alternate range determinations; reviewing Hire Above Minimum requests; completing classification and salary studies; preparing board items and pay differential proposals; conducting desk audits; processing and approving RPAs, CalHR delegation requests, unlawful appointments, Career Executive Assignments and Exempt appointments, procedure development; researches complex classification and certification issues in order to provide management with options and recommendations.

25% Plan, direct, review and evaluate the work activities of Personnel staff. Ensure that systems and procedures are in place and that deadlines are met; train, review and evaluate individual performance & provide or initiate work improvement counseling and training to correct performance deficiencies; direct, oversee, plan, and provide analyst functional responsibility over Nonindustrial and Industrial leaves (Workers Compensation, state disability, FMLA/CFRA, and Reasonable Accommodations). Researches and interprets state laws, rules, labor contracts, and departmental and control agency regulations to ensure that work is completed timely and accurately and provides guidance regarding assignments in accordance with established procedures, laws, rules, and other personnel guidelines. Ensures that staff are trained and committed to providing quality customer service.
20% Act as a technical expert and advisor to the Personnel Officer, executive staff, regional/program managers, supervisors, analysts, and departmental employees on appointments, separations, disability leaves, examinations, and classification and pay.

15% Act as a technical expert and advisor to the Personnel Officer, executive staff, regional/program managers/supervisors on sensitive issues related to the progressive disciplinary process.

Marginal Functions:

5% Oversee the coordination of promotional recruitment, placement, transfer determinations, and special placement needs and provide backup coverage to Personnel Officer when necessary.

Work Environment, Physical, or Mental Abilities:

The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job.

- Requires ability to effectively handle stress, and work in a noisy and fast paced environment.
- Requires daily use of a telephone, computer, monitor, keyboard, mouse in a workstation for 6.5 to 7 hours per day.
- Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties.
- Requires prolonged sitting and/or standing in a workstation for 6.5 to 7 hours per day.
- Requires punctual and regular attendance.
- Requires occasional driving to conduct state business.

Desirable Qualifications:

- Experience and knowledge of the state hiring process, exam administration, and ECOS.
- Knowledge of the progressive discipline process.
- Experience and/or knowledge in transactions (payroll & benefits).
- Experience and knowledge of state disability programs (Workers Compensation, FMLA/CFRA, NDI/SDI, Reasonable Accommodations).
- Proficiency in Microsoft programs such as Excel, Word, and other computer programs.
- Experience leading staff or projects to ensure goals are met.
- Experience providing excellent customer service to internal and external customers.
- Ability to communicate effectively to make recommendations and/or gain consensus.
**Supervision Received:**

The Staff Services Manager I, Assistant Personnel Officer, reports directly to the Personnel/Labor Relations Officer and may interact with the Deputy Director of Administration.

**Supervision Exercised:**

The Staff Services Manager I will have oversight of Associate Personnel Analysts, and Staff Services Analysts.

**Administrative Responsibility:**

Provide personnel management consultation to management. Advise the Personnel/Labor Relations Officer on current activities and trends that may have an impact on CRD; perform the more difficult and sensitive tasks. Respond and prepare correspondence for Deputy Director of Administration, Chief Deputy Director, and Director’s signature. Represent the department at hearings. Ensure that all Personnel functions are provided to CRD staff at a level of excellence and that activities follow control agency policies and guidelines.

**Personal Contacts:**

The Staff Services Manager I will have daily contact with departmental management and staff, control agency representatives, and other state agency personnel.

**Actions and Consequences:**

Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

**Certification of the Employee:**

I have read and understand the duties assigned as described above and can perform the duties with or without a reasonable accommodation.

___________________________________ _____________________  _____________________ _____________________ 
Employee Signature                   Date                     Date 

___________________________________ _____________________ 
Supervisor Signature                   Date