

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Human Resources Division		EFFECTIVE DATE
BRANCH/SECTION Classification and Hiring		CLASS TITLE Staff Services Manager I (Supervisory)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION Sacramento
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-404-4800-002
<p>YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.</p>		
<p>BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under general direction of the Staff Services Manager II, Classification & Hiring (C&H) Unit, the Staff Services Manager I (SSM I) supervises a team of analytical staff responsible for providing the department advisement and direction on current personnel issues, policy and procedures, and all classification & hiring related matters ensuring Department compliance and objectives.</p>		
% of time performing duties	<p>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i></p>	
40%	<p><u>ESSENTIAL FUNCTIONS:</u> Manage and oversee the C&H staff through the management of workload, guidance, and direction on hiring and classification matters to ensure all hiring processes, rules and regulations are followed to maintain compliance of the department. These tasks include, but are not limited to:</p> <ul style="list-style-type: none"> • Oversee department's hiring process not only for compliance but ensuring high level of customer service and adherence to noted timelines. • Oversee department's electronic hiring process platform in collaboration with Information Technology Division and other HR units to maintain an updated system and encourage streamlined hiring processes. • Ensure staff are appropriately trained, knowledgeable and skilled in classification and hiring personnel matters, procedures, rules and regulations (i.e. Federal, State Personnel Board, Department of Human Resources (CalHR), Memorandum of Understanding (MOU), etc.) to comply with State's Classification Plan and merit-based hiring process. • Assign and or reassign workload to meet changing demands of the department's priorities. • Directly supervise the staff that provide advisement to divisions on various classification and hiring processes including establishment of new classifications, specification revisions, salary realignments, alternate range changes, hire-above-minimum, and reorganizations. 	
25%	<p>Serve as a subject matter expert and provide consultation, advice, and recommendations to all levels of departmental staff regarding personnel management policies, procedures and the interpretation of Civil Service Law and Rules. Analyze management needs to recommend appropriate courses of action and formulate policies and procedures where appropriate to meet organizational needs and objectives. Perform independent research and comprehensive analysis to develop alternatives, determine impact and strategies to mitigate risk, report findings and make recommendations on the most complex, sensitive, and highly visible projects and issues to ensure organizational and operational efficiency is met.</p>	
15%	<p>Make recommendations to management on process improvements and streamlining of internal processes to ensure continued operational efficiency and high level of customer service. Oversee</p>	

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

15%	<p>and ensure projects assigned to C&H are on time and meet all defined parameters. Develop policies, procedures, guides, templates, trainings, or other tools to ensure knowledge transfer for both internal and external staff and to act as department-wide resources ensuring consistency and clear direction. Draft department-proposed classification actions for the CalHR review in conjunction with class consolidation efforts. Stay abreast of changes, updates or new regulations, laws and bargaining contracts to disseminate information timely to staff and department for compliance.</p> <p>Responsible for administrative functions related to human resources (HR) to include recruiting, hiring, onboarding, training, and performance of staff in accordance with applicable rules and regulations to ensure operational efficiency of the Division through staff hiring and development, accountability, and workload assessment. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Timely completion of probation and performance appraisal reports. • Providing staff with feedback. • Maintaining appropriate documentation related to performance. • Identifying training opportunities for staff development. • Foster and maintain a work environment that encourages diversity and inclusivity to contribute to staff as well as overall business operation. • As needed, collaboration with HR and Legal, on progressive discipline to address performance concerns.
5%	<p><u>MARGINAL FUNCTIONS:</u></p> <p>Perform other job-related duties as assigned.</p> <p><u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i></p> <p>Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.</p> <p>Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <ul style="list-style-type: none"> • Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

- Work in a climate-controlled office setting that includes artificial lighting.
- The employee must possess the mobility to work in a standard office setting and use standard office equipment, including a computer. Exposure to computer screens for long periods of time. Repetitive use of hands, forearms and finger to operate a computer, keyboard, mouse and monitors.
- Occasionally bend, stoop, kneel, reach, push, and pull drawers to open and close to retrieve and file information.
- Frequently sitting for long periods of time at a desk.
- Ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.
- Occasional travel throughout the State of California to include evenings, weekends, overnight or several days at a time.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE