

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Staff Services Manager I

POSITION NUMBER:

800-691-4800-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

Administration/Human Resource Services Branch

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

Personnel Bureau/Examination Unit

SUPERVISOR'S NAME:

Brittany Magallanes

SUPERVISOR'S CLASS:

Staff Services Manager II

SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☒ None
- ☐ Other (Explain below)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED (Check one):

☐ None ☒ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

This position supervises three Examination Analysts.

Total number of positions for which this position is responsible: 3

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services (CDSS) is to serve, aid, and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

The CDSS employees are our most important resource in serving California's needy and vulnerable children and families. We partner with our employees, our managers and supervisors to select, hire, develop and maintain the best professional workforce in State Service.

CONCEPT OF POSITION:

Under the general direction of the Staff Services Manager II, the Staff Services Manager I is responsible for providing supervision, technical expertise, training, guidance, and assistance for the Examination Unit, overseeing the examination programs for the CDSS and the California Health and Human Services Agency (CHHSA), and for maintaining the integrity of the delegated testing program on behalf of the California Department of Human Resources (CalHR) and State Personnel Board (SPB).

A. RESPONSIBILITIES OF POSITION:

- 30% Recruits, develops and trains staff in the Examination Unit. Provides supervision, expectation setting and performance feedback. Formulates program goals and objectives, establishes priorities and measures and evaluates production and achievements. Works with Examination Unit staff to develop, revise and utilize testing tools for the best benefit of the Department. Works directly with other manager's to ensure consistency in deadlines and procedures and to ensure examination services are performed efficiently and effectively. Assigns and evaluates workload and special projects to staff and reviews the completed product for accuracy and adequacy. Approves the selection of Departmental subject matter experts and State Service Representatives for preparation of written and oral test materials and the conduct of Qualifications Appraisal Panels. Utilizes effective communication strategies and performance management techniques in providing staff feedback and counseling, as needed.
- 30% Serves as a subject matter expert in all areas of the Examination Unit. Provides advice and consultation to management regarding hiring and examination needs. Oversees job analysis, preparation and administration of examinations, while complying with renewal requirements. Monitors the work of staff to ensure exam postings and processing are in compliance with CalHR's laws, rules, regulations, and guidelines. Resolves the most complex issues associated with Examination and Certification Online System (ECOS). Interprets CalHR and SPB laws and rules related to examinations and minimum qualifications. Develops the annual examination plan to produce timely and robust candidate pools for anticipated vacancies.
- 20% Researches, reviews and provides analysis on enhancement of human resources processes and procedures. Reviews and makes recommendations on processes and various documents, including but not limited to the department's examination strategy plan. Represents the CDSS and CHHSA in all examination matters arising from applicant and employee inquiries, SPB appeals, employee organizations and management concerns. Develops and implement policies and procedures and ensure within compliance with control agency.
- 15% Completes special projects as assigned and perform other related duties including but not limited to serve as a representative for the Human Resources Office on committees and meetings. Attends monthly Round-table Meetings. Participates in planning and conducting training courses for staff and employees in personnel activities such as recruitment, examination and ECOS.
- 5% Performs other administrative and supervisory activities as appropriate. Consults with CalHR and SPB as appropriate. May serve as a Chairperson and proctor, as needed.

B. SUPERVISION RECEIVED:

The Staff Services Manager I is supervised by a Staff Services Manager II, and may receive direction from the Personnel Officer, SSM III or the Human Resource Services Branch Chief, CEA B.

C. ADMINISTRATIVE RESPONSIBILITY:

The Staff Services Manager I is responsible for providing advice, assistance and support to the Human Resource Services Branch, CDSS and CHHSA management staff on examination and employment certification issues. The Staff Services Manager I effectively uses staff and resources to carry out Departmental selection objectives.

D. PERSONAL CONTACTS:

The Staff Services Manager I has occasional to frequent contact with CDSS and CHHSA management to assess selection needs and evaluate exam planning success; occasional to frequent contact, which may be of a sensitive nature, with a variety of educational institutions, trade organizations, employee organizations and occupational groups to develop outreach strategies; often represents the Department to the public to provide information on employment opportunities; occasional contact with CalHR and SPB on examination or merit issues which may be sensitive; daily contact with management for assignments and direction.

E. ACTIONS AND CONSEQUENCES:

Flexibility and good judgment are essential. Failure to properly administer the examination program for the CDSS and CHHSA could result in invalid examinations, failing SPB audits, sanctions by CalHR and removal of delegated testing authority. Ineffective examination efforts could result in inadequate or unqualified candidates and examinations, which are not cost effective or fail to meet the needs of the various programs within the Department.

F. OTHER INFORMATION:

The ideal candidate for this position will have strong management experience and have excellent interpersonal and communication skills. Desirable qualifications for this position would be an individual who has strong project management, analytical, interpersonal, supervisory, and communication skills. Some travel within the State of California may be required.