

DUTY STATEMENT

Employee Name:	Position Number: 580-120-4800-027
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Payroll and Benefit Services Unit Chief	Work Location: 1615 Capitol Avenue, Sacramento CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Human Resources Division	Branch/Section/Unit: Employee Relations and Resource Branch/Payroll and Benefit Section/Payroll and Benefit Services Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by serving as the Unit Chief over the Payroll and Benefit Services Unit.

The Staff Services Manager (SSM) I is responsible for overseeing the activities of the Payroll and Benefit Services Unit (PBSU). This includes, but is not limited to, supervising, and evaluating subordinate staff who provide the full range of personnel, payroll, disability, payroll, and benefit services to their assigned Program/Unit employees; observing assignments; communicating and coordinating training; managing and directing special projects; assisting with the development of work plans and monitoring deadlines; and directing the

workload of the Associate Governmental Program Analyst (AGPA), Staff Services Analyst (SSA), Senior Personnel Specialists (Sr. PS), and supporting staff which may include Personnel Specialist (PS), Retired Annuitant (RA) and Student Assistant (SA) Positions. Assists staff with the day-to-day functions in a variety of payroll and benefit services, including State Disability Insurance (SDI) and Non-Industrial Disability Insurance (NDI). The SSM I will also speak publicly at bi-monthly Attendance Coordinator (AC) and Personnel Liaison (PL) Meetings.

The incumbent works under the general direction of the SSMI II (Supervisory), Payroll and Benefit, Section Chief.

Special Requirements

- ☐ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 45% Coordinates, assigns, and controls workflows to meet critical due dates in compliance with control agencies, Personnel Management Liaisons (PML), PLs, legislative laws, rules, and current Personnel policies and practices; works closely with the AGPA and SSA's to identify and systematically assist in creating training modules/job aids to preserve and improve the expertise of the Personnel Specialist staff.
- 40% Coordinates and monitors critical and special project efforts in PBSU. Functions as the Unit/Program specialist, providing technical expertise on a wide variety of high level, complex personnel-related matters. Works closely with employees and Human Resources Division (HRD) supervisors and managers to resolve personnel-related issues. Acts as a liaison to control agencies on complex, delayed, or escalated matters. Works closely with the Position Control and Data Analysis Unit to ensure staff are processing Pay/Personnel Action Request discrepancies timely that appear on the State Controller's Office (SCO) Periodic Report and annual Schedule 8 Report, along with internal audits of position discrepancies.
- 10% Assists Program administration and management in the interpretation and/or application of the State Personnel Board's (SPB), California Department of Human Resources' (CalHR) and California Public Employees' Retirement System's (CalPERS) rules and regulations. Coordinates meetings with program to address concerns and provide solutions. Reviews and approves correspondence on sensitive issues.

Marginal Functions (including percentage of time)

- 5% Approve internal staff matters, such as sick leave and vacation requests. In the absence of the SSM II or SSM I in other PBSU units, the incumbent may serve as the backup. Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: JC

Date: 06/10/25