

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 26606	DGS DIVISION / OFFICE or CLIENT AGENCY Office Human Resources	
UNIT NAME Business Solutions and Policy Unit	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Staff Services Manager I	POSITION NUMBER 306-271-4800-024	CBID S01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday-Friday, 8am-5pm	TENURE Permanent	
WORKING TITLE Policy, Forms and Special Projects Manager	TIMEBASE Fulltime	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☒ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Staff Services Manager (SSM) II, the SSM I serves as a highly skilled personnel management expert in all aspects of Office of Human Resources (OHR) Policy, Forms and other human resources projects by providing high-level project management and consultation on sensitive and confidential personnel issues. This position will be responsible for the management of the most complex, sensitive, and highly visible special projects pertaining to the OHR's procedures, policies and organizational needs. The position is responsible for the development and implementation of various human resources projects, initiatives and special assignments. This position utilizes office equipment, Microsoft Office Suite, Oracle applications, PowerPoint, Adobe Acrobat, web reporting and project management tools and communication platforms.

This position promotes and is accountable for customer satisfaction and quality service and initiates or recommends changes that promote innovative solutions to meet and improve customer needs, in accordance with all applicable federal and state laws, rules, regulations, mandates and California Department of Human Resources (CalHR), State Personnel Board, State Controller's Office, Department of Finance, DGS, and other control agency policies and procedures.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

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PERCENTAGE	DESCRIPTION
30%	<p>Policy Manager The incumbent will perform the most complex and sensitive work related to OHR policies, forms, and procedures. Serve as a highly skilled project and process manager and have charge of project management, developing work plans, goals, performance metrics, resources, and objectives.</p> <p>Oversee the review, development, updating, recommendations, and administration of new and existing policies internally and with department-wide impacts. Work closely with all levels of department staff (business process owner(s)), including Management, to ensure that the department's enterprise-wide business processes are accurately documented, streamlined when possible, and in compliance with all laws, rules, and department policy. Utilize the Department of General Services (DGS) Service Now, SharePoint, and MS Teams for intake, collaboration, securing approvals and publishing policies, forms, and procedures.</p> <p>Plans, organizes, directs, prioritizes, and provides managerial review of the work performed by the OHR Policy and Forms Coordinator. Provides continuous oversight, supervision, and guidance to the OHR Policy and Forms Coordinator in the development of recommendations for change, elimination or the development of new OHR policies, forms, and procedures. Review current policies to detect inefficiencies, legal vulnerabilities, compliance with changing regulations. Research best practices in HR organizational design, practice and policy to inform recommendations. Detect and/or investigate reported inefficiencies in existing OHR policies, and prepares reports and/or recommendations for required actions. Manage and/or complete writing new policies, or revising existing, whether to address identified issues, support new initiatives, or ensure defensibility. Coordinate and participate with the DGS Policy Manager and ETS regarding statewide DGS policies.</p> <p>Lead teams consisting of subject matter experts in a variety of disciplines to develop policies.</p>
25%	<p>OHR Forms and Online Content Manager Provides continuous oversight, supervision, technical knowledge, and guidance to the OHR Policy and Forms Coordinator and lead Content Author/Internet and Intranet Web Master for OHR's websites.</p> <p>Analyzes, evaluates, and may propose the need for new forms and/or revisions to ensure consistency with applicable legal mandates, State and Department regulations, policies/procedures for design, Americans with Disabilities Act (ADA) Section 508 Compliance, and standardization according to SAM or other related laws. Prepares Bi-Annual Public Use Forms Report and submits to the Forms Management Center. Analyzes and audits forms-related transactions for appropriateness, effectiveness, and cost efficiency; ensures any actions taken to create, modify, or remove forms.</p> <p>Coordinate with ETS by independently adding, updating and creating web page content, developing and updating forms, researching and recommending innovative interactive content, and troubleshooting issues with web pages or forms. Provides up-to-date and accurate content and ensure web pages and documents for internal and external customers are user-friendly and comply with the ADA using various software and resources.</p>
25%	<p>Communication Manages and provides oversight with the development of the internal advisories regarding OHR</p>

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	policies. Develop training materials regarding changes, communication, and references and coordinate with DGSU. Develop and deliver presentations to management and staff. Develop and maintain internal communication and documentation systems and tools.
15%	Special Assignments Perform duties that support the Workforce and Succession plan. This may entail, project lead and performing analytical duties to produce specialized products to be utilized department wide. Assists with oral and/or written project presentations and management briefings on various issues for the Chief of Human Resources, executive staff, Agency staff, program management, customers, and external stakeholders, by preparing charts, graphs and other visual aids, in order to communicate information and to ensure alignment with departmental goals. May provide back-up to counterparts within OHR. Attend all necessary training in order to successfully perform the job duties.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Back-Up Serves as the back-up manager to other OHR managers by independently researching, analyzing, and making recommendations on the most complex, sensitive, and highly visible proposals, such as departmental reorganizations, classification studies, Merit Issue Complaints, exceptional allocation, Career Executive Assignment (CEA) and Exempt, Delegation reporting, by serving as the classification expert, in order to provide accurate personnel management consultation and recommendations to the Chief of Human Resources and executive management and, to ensure compliance with the California Department of Human Resources (CalHR), Human Resources Delegation Agreements.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

-Regular use of general office equipment and software applications, including Microsoft Office Suite, virtual meeting platforms, and various research platforms.

-Frequently sitting at a desk and using a keyboard for long periods of time.

-Manual dexterity and sustained periods of mental activity are needed.

-Ability to use a hand cart to transport documents and/or equipment (i.e., laptop computer, reference manuals, etc.).

DESIRABLE QUALIFICATIONS

- In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:
- Experience in human resources or other policy analysis, including classification and certification, personnel transactions, recruitment, examinations, employee relations, and compensation and benefits.
- Experience with human resources personnel processes, project planning/ management, policies, forms, procedures, and practices within State government.
- Excellent analytical skills.
- Experience in analyzing, interpreting, and applying laws, policies, and procedures.
- Expertise in policy development and implementation.

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- Experience with project management methodologies.
- Experience with form development and ADA remediation.
- Experience with updating and publishing content in SharePoint and/or webpages.
- Experience with generating reports and analyzing data.
- Experience establishing collaborative relationships with departmental leadership, various government entities, and stakeholders.
- Experience developing and disseminating human resources policies and communications across multiple locations.
- Experience and ability to handle multiple priorities simultaneously and effectively in a fast-paced environment.
- Ability to express ideas, facts, and information orally and in written form in a clear, accurate, and organized manner.

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.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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