

DUTY STATEMENT

Employee Name:	Position Number: 580-224-4800-909
Classification: Staff Services Manager I	Tenure/Time Base: Permanent/Full-Time
Working Title: Chief, Employee Services Unit	Work Location: 3701 N. Freeway Blvd., Sacramento, CA 95834
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Center for Health Statistics and Informatics	Branch/Section/Unit: Operations Branch Fiscal and Employee Services Section Employee 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 to advance the health and well-being of California's diverse people and communities by advancing personnel initiatives and projects to support the Center's strategic priorities.

The Staff Services Manager I (SSM I) is responsible for overseeing the management and administrative services functions for the Center for Health Statistics and Informatics (CHSI), including personnel, travel, training, onboarding, and ensuring adequate administrative procedures and processes are in place and documented. Tasks performed include expertise and guidance on staffing related matters, information tracking, reporting, developing guidance, training, research, and creation

of policies and procedures. Enhance employee engagement to foster a positive team culture. The SSM I supervises a team of analysts, including staff that perform Personnel Liaison (PL) and Attendance Coordinator (AC) functions.

The incumbent works under the general direction of the Staff Services Manager II, Chief of the Fiscal and Employee Services Section.

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)

- 25% Supervise professional staff responsible for carrying out the functions of the Employee Services Unit (ESU) within the Operations Branch (OB). Plan, organize, and manage the priorities of the ESU. Provide day-to-day program management and supervision to staff responsible for carrying out functions related to personnel such as recruitment, position management, on-boarding, staffing, travel, training, teleworking, sensitive HR requests, and other special projects. Provide technical assistance, guidance, and oversight to staff; monitor work assignments for the unit; ensure uniform interpretation, implementation, and accuracy of information provided to internal and external customers; consistently and effectively mentor, coach, and guide staff in the development of their knowledge of CHSI, the Department and the Systems and resources utilized to perform their work. Direct assigned staff in the areas of personnel, attendance coordination, and training coordination. Manage and approve assigned staff schedules, including the review and approval of monthly timesheets, employee leave requests, travel expense claims, and telework agreements. Review employee performance and complete annual performance evaluations. Assess training needs of assigned staff, establish goals and objectives, and ensure staff receive necessary training. Ensure assigned staff comply with applicable laws, rules, and regulations.
- 25% Liaise with the Human Resource Department (HRD), specifically the personnel analyst assigned to CHSI. Provide personnel management expertise with respect to hiring, training, employee performance, employee recognition, and other related areas of supervision to ensure a productive and cohesive work environment. Identify available resources for CHSI staff and/or direct them to the appropriate points of contact within HRD for a variety of HR functions, such as payroll, benefits, disability, worker's compensation, reasonable accommodation, performance management, etc. Use the Service Now (SNOW) HRD system to review and approve Request for Personnel Action (RPA) information. Advise and train PL staff on the functions of SNOW, including how to create RPAs and enter PL related transactions in SNOW. Utilize the Exam and Cert Online System (ECOS) and provide training to CHSI managers/supervisors on the application. Ensure the collection/retention of all hiring documentation, including the CDPH Form 1005, for all Center staff. Monitor Telework

Agreements, work with CHSI managers/supervisors to ensure revised agreements are submitted in a timely manner. Continuously build and maintain effective communication and working relationships throughout the Operations Branch (OB), CHSI, and the Department. Ensure that policies and procedures are uniformly implemented and applied throughout CHSI. Actively participate in the accomplishment of goals, using team-based project management tools, techniques, and principles. Report delays or issues to management and provide recommendations for solutions.

- 15% Responsible for oversight of a variety of special projects, such as developing and implementing a process to manage procedures and ensure consistent formatting throughout the Center, as assigned. Develop and implement a process to ensure a review of CHSI positions is conducted on a monthly basis; ensure funding is being pulled down from the appropriate revenue streams; identify/track positions resulting from Budget Change Proposals (BCPs); and conduct a reconciliation of all CHSI positions that are tracked in multiple locations.
- 10% Conduct and coordinate meetings as needed with subordinates, peers, superiors, and other CDPH Centers/Divisions/Offices including, but not limited to, HRD, Office of Civil Rights, and Labor Relations. Identify program and policy operational problems through ongoing monitoring and review. Develop and implement new policy and procedures to improve processes. Monitor achievement of objectives and compliance with the Department's and the State's administrative policies and procedures through review of staff work. Represent the OB at CDPH sponsored hiring events/job fairs. Functions as the lead for HR related audits.
- 10% Provide consultation and advice to CHSI managers and supervisors on a range of highly sensitive and complex issues, including progressive discipline, using sound management practices. Develop and maintain cooperative working relationships with all levels of internal staff and external stakeholders.
- 10% Provide ongoing skill development and feedback to staff in the unit. Mentor subordinate staff to ensure job-related performance goals are met. Evaluate training needs and performance interventions for individual development to increase job proficiency and growth. Provide formal, informal, accurate, and timely feedback to subordinate staffing utilizing probationary reports, annual performance appraisal summaries, and individual development plans.

Marginal Functions (including percentage of time)

- 5% Perform other work-related duties as required.

☐ 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: HH

Date: 10/16/25