

Department of Health Care Access and Information

Duty Statement

Proposed

Employee Name Vacant	Organization Department of Health Care Access and Information Office of Administrative Services	
Position Number 441-164-4969-XXX	Location Sacramento	Telework Option Hybrid
Classification Staff Services Manager II (Managerial)	Working Title Human Resources Chief	

General Description

The Staff Services Manager II (Managerial) serves as the Personnel Officer for the Department of Health Care Access and Information (HCAI) and is responsible for the overall management of the Human Resources (HR) operation. The major HR service functions include Classification and Pay, Transactions, Labor Relations, Performance Management, Examinations, Position Control, Workers' Compensation and Return to Work, and Family Medical Leave Act.

The Chief of Human Resources develops policies and procedures to ensure compliance with the legal requirements of the state's civil service system, provides leadership within HCAI for administering all aspects of the HR program, managing workload, and training staff, maintaining extensive contact with control agencies and supporting HCAI program needs. This is a highly visible, sensitive position responsible for all HR issues impacting HCAI's operations. This position requires strong leadership and management skills with an overall capacity to problem solve and find unique solutions, provide clear strategic vision with a significant degree of independence of action and decision making, foster new ways of thinking, establish goals and priorities, motivate, develop, and coach staff as well as building collaborative relationships and providing exceptional customer service to internal and external stakeholders to meet business goals.

Supervision Received	Under general supervision, reports to the Chief People Officer.
Supervision Exercised	Provides direct supervision to 2 supervisors and their staff, as well as supervision to 2 specialists.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Required prolonged sitting and use of telephone and video data terminals and frequent contact with employees and the public. Hours of work to cover business hours of 8:00 a.m. to 5:00 p.m. Core business hours are M-F 8:00 to 5:00 p.m. Extra hours may be necessary beyond scheduled work hours. Occasional infrequent travel may be necessary to HCAI's Los Angeles, California field office.

Job Duties

E = Essential, M = Marginal

30%	E	Manage the Department's personnel operations activities, including policy development and implementation activities to ensure HCAI's compliance with personnel laws, rules, policies, and procedures. Communicate HR policies and procedures to HCAI staff, including educating supervisors on merit-based recruitment and selection methods. Review and approve performance management activities, adverse actions, and probation rejections. Conduct special classification, pay, selection, and other personnel studies. Direct examinations and ensure compliance with the Department's delegated authority from the California Department of Human Resources. Develop, implement, and monitor Department-wide Civil Service deployment of improvement strategic initiatives such as HR modernization.
30%	E	Provide HR leadership by planning, organizing, and directing the HR staff through subordinate managers, including developing goals and objectives, monitoring and evaluating the effectiveness and timeliness of HCAI's HR customer service delivery, preparing, and reviewing performance evaluations, determining training needs for HR staff (including managers and supervisors). Has oversight over Payroll and Benefits; Examinations, and Classifications and Pay, Performance Management, Labor, Workers' Compensation, and Position Control.
30%	E	Develop and advise HCAI management on policies, regulations, and procedures needed to ensure legal and appropriate HR methods are followed. Provide high-level expert technical consultation to the Department's management team, including the Executive Staff, on particularly complex, sensitive, or critical employee issues. Initiate, lead, develop, and implement best HR practices focused on achieving operational excellence in support of HCAI's mission, vision, and values.
5%	M	Represent HCAI with private, public, government, and employee organizations on all HR matters, which includes requesting and negotiating services from the state's control agencies, such as the California Department of Human Resources, the State Personnel Board, the State Controller's Office, and California Public Employees' Retirement System.
5%	M	Perform other duties as determined by management.

Other Expectations

- Demonstrate strong leadership skills and sound management practices.
- Demonstrate excellent flexibility, communication, and organizational skills with the ability to handle multiple priorities and deadlines.
- Demonstrate a commitment to performing work in a sensitive and confidential manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position.

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date