

**DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
DIVISION OF OPERATIONS
OFFICE OF HUMAN RESOURCES
TALENT ACQUISITION
HIRING, CERTIFICATION, AND LIAISON SERVICES**

NAME: Vacant

JOB TITLE: Staff Services Manager I (Supervisor)

STATEMENT OF DUTIES: Under the general direction of the Staff Services Manager (SSM) II, the SSM I (Supervisor) is directly responsible for supervising a team of hiring consultants, Office of Human Resources (OHR) personnel liaisons, and certification support staff. In addition, the SSM I (Supervisor) serves as a highly-skilled, independent consultant and project leader for the OHR, Hiring and Classification Services Unit. The SSM I acts as a subject matter expert (SME) in their respective areas, including the hiring and appointment process and the Exam and Cert Online System (ECOS). The SSM I serves as a project leader to research and develop new and streamlined processes and procedures relating to a variety of liaison, hiring, and certification issues.

SUPERVISION RECEIVED: Reports directly to the SSM II.

SUPERVISION EXERCISED: Directly supervises a team of Associate Personnel Analysts/Staff Services Analysts, and a Personnel Technician.

TYPICAL PHYSICAL DEMANDS: Sedentary; personal computer is utilized on a daily basis to perform and/or complete tasks such as writing reports, creating spreadsheets and charts, initiating or responding to emails, etc.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office or similar environment. At the office, an enclosed or open-spaced cubicle in a smoke-free environment located within a high-rise building in Sacramento, California. Occasional statewide travel may be necessary.

ESSENTIAL FUNCTIONS

40% Provides guidance and oversight regarding the interpretation and application of civil service laws, rules, and regulations as related to all phases of hiring, analyzing, and resolving complex Hiring and Certification Unit (HCU) issues. Supervises the daily activities of analysts responsible for completing assignments and staff work that supports personnel liaison efforts on all facets of hiring for OHR and Directorate programs. Supervises the daily activities of consultants and analysts who complete assignments and work in support of hiring efforts for departmental programs, including reviewing duty statements and job controls; calculating salary determinations which may require analysis of Alternate Range Criteria; and verifying eligibility for various appointments and personnel actions including transfers, training and development assignments, State Restriction of Appointments, re-employment, re-instatement, etc.

SSM I (Supervisor) Duty Statement
Hiring, Certification, and Liaison Services

Ensures all hiring processes and actions are in conformance with departmental policies and procedures, labor contracts, as well as with control agency policies, such as those of the State Personnel Board, the California Department of Human Resources, and the State Controller's Office. Provides technical advice and recommendations to staff regarding the interpretation and application of civil service laws, rules, and regulations pertaining to hiring. Establishes and communicates roles, responsibilities, procedures, policies and guidelines for conduct and performance of tasks. Evaluates performance, provides feedback and training opportunities, and mentors and coaches staff. Works collaboratively with OHR's Executive and Internal Support Services Consultant on sensitive and/or complex departmental hiring, classification, and salary issues.

- 20%** Supervises a certification technician who completes technical duties within ECOS to support hiring efforts department-wide. Provides consultation, guidance, and functional supervision to the technician. Advises on the most complex certification-related issues including answering policy-related questions, and determining the most strategic approach to meeting a program's needs. Determines how to handle unique situations that have no previous comparable situations. Advises the technician how to handle the most complex customer service-related questions.
- 20%** Researches and develops new and streamlined processes, best practices, and procedures relating to a variety of HCU issues, and makes recommendations and revisions as appropriate. Researches, develops and reviews policies, action plans and tools relating to HCU methodologies for both internal and external use. Consults with the Recruitment Unit and the Assessment Consultation Team to strategize on the improvement of staffing efforts and efficiency in hiring. Partners with departmental administrative teams to track hiring progress. Communicates with the Data Analytics Unit to assess progress and report to OHR management. Gathers and analyzes staff workload data and utilizes various resources to gather and measure customer service feedback. Assists with a variety of special studies and administrative projects for departmental management, including HCU, on sensitive and controversial issues; and serves on special committees with line programs to address special organizational needs.
- 10%** Collaborates with the SSM I (Supervisor) counterpart to ensure a comprehensive hiring and appointment training program and resources are available to address the needs of departmental staff. May participate as a SME on OHR strategic process improvement activities, such as ensuring there is a well-trained workforce; and that information delivery strategies, customer service, and staff communication goals are met.
- 10%** Completes probationary and annual appraisals for subordinate staff. Recruits and hires staff as needed. Provides training to subordinate staff on hiring, certification, and liaison functions.

SSM I (Supervisor) Duty Statement
Hiring, Certification, and Liaison Services

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

Revised 11/2025