

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 29442	DGS DIVISION / OFFICE or CLIENT AGENCY Office of Human Resources (OHR)	
UNIT NAME Contracted Human Resources (CHR)	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 Third Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Staff Services Manager I (Specialist)	POSITION NUMBER 306-280-4800-925	CBID E48
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday / 8:00am to 5:00pm	TENURE Permanent	
WORKING TITLE Client Human Resources Specialist	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ 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 Employee Expectations 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 employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the general direction of the Staff Services Manager (SSM) II, the SSM I Specialist serves as a highly skilled personnel management expert in all aspects of classification and certifications and other special classification projects by providing high-level consultation on sensitive and confidential personnel issues. The SSM I Specialist performs the most difficult or sensitive work providing personnel services to the contracted client agencies, boards, and commissions in accordance with applicable laws, rules, regulations, and Department of Human Resources (CalHR), State Personnel Board (SPB), and DGS policies and procedures. This position promotes and is accountable for customer satisfaction and quality service and provides recommendations and implements changes that promote innovative solutions to meet customer needs.

☐ 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

PERCENTAGE	DESCRIPTION
30%	Independently researches, analyzes, and makes recommendations on the most complex, sensitive, and highly visible requests, including but not limited to reorganizations, classification studies, exceptional allocations, Unlawful Appointment reporting, by developing and evaluating supporting documentation (e.g., duty statements, justifications, organizational charts, etc.), writing analysis and recommendations, collaborating with contracted client agency staff, and providing guidance and training in order to determine the appropriate course of action, implement effective research and

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

PERCENTAGE	DESCRIPTION
	analysis, and provide accurate personnel management consultation and recommendations to the Department of General Services (DGS) Human Resources management and contracted client agency executive and management staff to ensure agency personnel needs are met and personnel requests are completed in accordance with the State's Classification Plan, CalHR's Classification and Pay Guide, CalHR Manual, and applicable laws, rules, regulations, and CalHR, SPB, and DGS policies and procedures, and CalHR Delegation Agreements.
30%	Serves as an independent consultant and classification and pay subject matter expert for the most complex and sensitive personnel related matters by researching, analyzing, and investigating issues, in collaboration with various OHR units and DGS Administrative Division offices (e.g. Office of Fiscal Services), in order to provide findings, recommendations, and guidance to DGS Human Resources management as well as DGS' contracted client agencies on personnel related matters to ensure legal and timely hiring practices in accordance with the State's Classification Plan, CalHR's Classification and Pay Guide, CalHR Manual, and applicable laws, rules, regulations, and CalHR, SPB, and DGS policies and procedures, and CalHR Delegation Agreements.
15%	Independently performs the most complex and sensitive salary and classification studies by independently conducting research on a variety of highly sensitive and complex personnel related matters (e.g., Training and Development assignments, pay differential requests, Out of Class grievances, Merit Issue Complaints etc.) resolving personnel issues, and assessing the impact of applicable regulation and pay letter changes in order to provide findings, recommendations, and guidance to DGS upper and executive-level management as well as DGS's contracted client agencies on personnel related matters to ensure in accordance with the State's Classification Plan, CalHR's Classification and Pay Guide, CalHR Manual, and applicable laws, rules, regulations, and CalHR, SPB, and DGS policies and procedures, and CalHR Delegation Agreements.
15%	Performs project management on the most complex, sensitive, and highly visible projects, by reviewing the project plan, organizing and facilitating cross-functional project team meetings, documenting project activities, and communicating project-related issues, scope changes, variances and contingencies, in order to complete project deliverables on-time and at the required level of quality and, to ensure adherence to departmental policies and procedures.
5%	Assists with oral and/or written presentations and management briefings on various issues for the DGS Personnel Officer and/or Chief of Human Resources, and contracted client agency executive and management staff, customers, and stakeholders, by preparing charts, graphs and other visual aids, in order to share information and ensure effective communication.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	May act on behalf of upper management as directed. Provides back up support to other DGS Classification and Certification Managers.

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

Professional office environment.

Fast paced work environment with competing priorities and tight deadlines.

DESIRABLE QUALIFICATIONS

- Adapt to changing priorities.
- Possess exceptional written and oral communication skills.
- Excellent communication and interactive skills.
- Possess strong organizational and time management skills.
- Possess excellent customer service skills.
- Be able to work remotely and in an office environment.
- Have excellent attendance.
- Experience in analyzing and interpreting various guidance documents, government codes and regulations.
- Demonstrate excellent interpersonal skills with the ability to work in a multi-disciplined team environment.
- Perform both independently and in a cooperative team environment.
- Proficient in the use of various computer word processing, spreadsheet, and database applications and be willing to learn new technological tools and to incorporate them in daily tasks.
- Demonstrate the ability to prioritize and work well under pressure to meet quick deadlines.

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
---------------	--------------------	-------------

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
-----------------	----------------------	-------------