

POSITION DUTY STATEMENT

DFPI-HRO 203 (Rev. 08-21)



NAME TBD	EFFECTIVE DATE TBD
CLASSIFICATION TITLE Manager II	POSITION NUMBER 410-111-4802-102
WORKING TITLE Chief, Human Resources	DIVISION/OFFICE/UNIT/SECTION Administration/Human Resources Office
BARGAINING UNIT M01	GEOGRAPHIC LOCATION Sacramento

General Statement: Under the general direction of the Deputy Commissioner of Administration, the Manager II serves as the Chief of Human Resources Office (HRO) providing high level assistance and expertise to Executive Staff and Deputy Commissioners. The Manager II will be responsible for the day-to-day operations of the highly sensitive HRO office, including providing guidance and oversight for all HRO activities and initiatives.

A. 40% - Executive Human Resources Leadership and Policy Oversight (E):

Provides expert consultation and strategic recommendations to the Deputy Commissioner of Administration, Executive Staff, and Deputy Commissioners on complex and sensitive HR matters, including but not limited to personnel management, labor relations, performance management, workforce planning, and employee development.

Directs the development, implementation, and evaluation of department-wide HR policies, procedures, and practices in compliance with CalHR, State Personnel Board (SPB), Department of Finance (DOF), State Controller's Office (SCO), and Business, Consumer Services, and Housing Agency (BCSH) requirements.

Provides executive oversight of recruitment, examinations, selection, classification, compensation, benefits administration, employee performance management, and disciplinary processes to ensure consistency, equity, and legal compliance.

Leads the department's Workforce and Succession Planning efforts, ensuring alignment with organizational priorities, operational needs, and long-term workforce sustainability goals.

20% - Strategic Initiatives, Interagency Coordination & Special Projects (E):

Represents the Department on HR-related strategic initiatives and serves as a liaison with control agencies, external partners, and interdepartmental stakeholders.

Acts as project lead or executive sponsor for complex HRO initiatives, including

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organizational planning, resource and program development, performance management frameworks, HRO information systems, and continuous improvement efforts.

Participates in interdepartmental task forces, statewide workgroups, conferences, and training to advance best practices and ensure alignment with statewide HR policies and initiatives.

20% - Program Oversight, Performance Management & Leadership Development (E):

Provides executive oversight of highly sensitive personnel functions across Personnel Services, Selection, Labor and Employee Relations, Training, Reasonable Accommodation, Worker’s Compensation, and Health and Safety units.

Establishes department-wide leadership goals, performance management strategies, and supervisory tools to support effective employee development, accountability, and compliance with civil service rules. Ensures consistent application of policies and procedures related to employee conduct, performance, and corrective action, serving as a subject matter expert on complex and sensitive HR matters.

Monitors workload, service delivery standards, and staff performance to ensure timely, accurate, and high-quality HRO services. Develops and utilizes HRO metrics, dashboards, and reports to track performance, assess trends, and inform executive decision-making.

Maintains oversight of the Department’s local merit system, coordinating with the State Personnel Board to ensure compliance and operational integrity.

10% - Reporting, Compliance & Executive Briefings (E):

Oversees the preparation, review, and presentation of required HRO-related reports, data submissions, and executive briefings for the BCSH Agency, DOF, SCO, CalHR, and SPB. Ensures accuracy, completeness, and timeliness of information provided to oversight entities and executive leadership.

Participates in interdepartmental task forces, statewide workgroups, conferences, and training to advance best practices and ensure alignment with statewide HR policies and initiatives.

10% – Special Assignments (M):

Performs special projects, executive assignments, and other related duties as required to support departmental priorities and operational needs.

B. Supervision Received

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Manager II reports directly to and receives the majority of assignments from the Deputy Commissioner of Administration; however, direction and assignments may also come directly from the Chief Deputy Commissioner (Exempt) or Commissioner (Exempt).

C. Supervision Exercised

The Manager II is responsible for the direct supervision of two Supervisor II's, one Staff Services Manager I (Specialist), one Analyst II, and one Office Technician.

D. Administrative Responsibility

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports, annual performance appraisals, and individual development plans; monitor employee performance and, if necessary, utilize progressive discipline principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

E. Personal Contacts

The Manager II has daily contact with all levels of Department personnel, the executive staff, as well as representatives from other state agencies, control agencies, legislative staff, and the general public.

F. Actions and Consequences

Regular and consistent attendance is critical to the successful performance of this position due to the workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting, with artificial light and temperature control. The use of a personal computer, telephone, copier, and fax machine is essential to the duties of this position. The position requires bending and stooping to retrieve files, sitting and standing consistent with office work, and light lifting of no more than 25 lbs.

H. Other Information

The position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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The desirable qualifications for this position are as follows:

- Establish and maintain cooperative working relationships with management and others contacted in the course of their work.
- Logic & reasoning skills.
- Review organizational problems, analyze data for accuracy, compliance and/or efficiency, reach sound conclusions and take effective action.
- Strong verbal and written communication skills.
- Effectively handle multiple tasks and changing priorities.
- Superior interpersonal skills.
- Ability to work independently and as a team member.
- Willingness to travel to other DFPI locations in California.
- To participate in teambuilding, brainstorming, and planning sessions for identifying solutions for addressing problem areas or issues.
- Ability to make timely and effective decisions.
- Ability to effectively present information to an audience and communicate effectively in writing.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name, Manager II

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Sophia Smith, Deputy Commissioner