

**DUTY STATEMENT**

**Job Classification:** Personnel Specialist  
**Position Number:** 024-052-1303-XXX  
**Scheme and Class Codes:** KY45; 1303  
**Reports To:** Staff Services Manager I  
**FLSA Status:** Non-Exempt  
**Divisions:** Human Resources Office  
**Location:** Sacramento (Headquarters)  
**Prepared By/Date:** Human Resources, June 2023

**DEPARTMENT STATEMENT**

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

**SUMMARY**

Under general supervision, using a high degree of independence and judgment, perform complex personnel/payroll functions and the full range of transactions duties; and perform other duties as needed.

<u>Percentage</u>	<u>Function</u>	<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>
55%	Personnel /Payroll Transactions	Independently research, prepare, and enter personnel transactions documents, such as appointments, separations, time base changes and miscellaneous changes affecting employee, and payroll adjustments. Key Personnel Action Requests (PARS) and pay documents into the State Controller’s computer system. Research applicable SPB and CalHR laws and rules, pay scales, Personnel Action Manual, Payroll Procedure Manual, and other sources to ensure the Department’s personnel transactions are effectively and uniformly administered; possess a general knowledge of the contracts for various bargaining units. Maintain official personnel files, correspondence, reports, and forms. Enter leave information into the State Controller’s Leave System (CLAS) and monitor and correct discrepancies as needed for departmental employees on the employee’s specific roster assignment. Reviews and ensures implementation of new and/or revised transaction processes.

15%	Public Contact	Answer inquiries from the public, other State agencies, and staff by mail, telephone, e-mail or in person regarding such things as verifying employment, certifications, personnel rules, directives and procedures, compensations insurance, disability insurance, retirement, payroll, leaves of absences, family, and medical leave attendance.
10%	Medical Package Screening	Review medical examination documentation for prospective peace officer candidates. Ensure all required medical examinations have been completed and accurately documented. Coordinate necessary corrections needed with the Management Services Technicians for Headquarters, Northern, and Southern Divisions. Serve as liaison between the Department and CalHR. Submit completed paperwork to CalHR for approval. Process approvals for medical, drug, and psychological screening examinations.
10%	Benefits	Process all documents and advise employees on matters regarding health, dental and vision insurance, retirement, life insurance, salary advances, accounts receivables, garnishments, and catastrophic leave requests. Ensures compliance with the Affordable Care Act requirements for all employees and health benefits. Coordinate the dependent reverification process.
5%	Disability/FMLA	Process attendance and payroll for employees on approved disability leave. Key Personnel Action Requests to place employees on and off appropriate disability leave. Update attendance records. Restore leave used when necessary. Send FMLA forms to employees and monitor return receipt. Maintain proper records for FMLA, NDI, and SDI.
5%	Miscellaneous	Research, review and respond to issues by utilizing the various statewide manuals and processing the necessary forms. Other job-related duties as required.

Supervisory Responsibilities: This job has no supervisory responsibilities but does act as lead over lower-level staff members.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not exposed to fluctuations in temperature. The noise level in the work environment is usually moderate.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit in front of and operate a personal computer, answer telephones, and talk or hear. The employee is frequently required to use both hands to handle or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

***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.)***

***The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.***

SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE
PRINT NAME	PRINT NAME		

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and remains open to others' ideas and tries new things.

Oral Communication - Listens and gets clarification; and participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; and able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; and demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; and promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and supports equal employment and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; and ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and asks for and offers help when needed.

Innovation - Generates suggestions for improving work; and presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, and FileMaker software; Excel spreadsheet software; Internet software and the ability to learn ABIS and other ABC database software.

### **KNOWLEDGE AND ABILITIES**

Knowledge of: Current office methods, procedures, equipment, basic math principles, laws, rules, regulations, and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll, and certification processes used in State departments.

Ability to: Think logically, multitask, and apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions; independently interpret and use reference material; give and follow directions; gather data; design and prepare tables, spreadsheets, and charts; advise employees of their rights; consult with supervisors on alternative actions which they may take on various transaction situations; communicate effectively; operate a computer keyboard/terminal; establish and maintain cooperative working relations with those contacted during the course of the work; organize and prioritize work; create/draft correspondence; maintain personnel records. Represent the department on intra/interdepartmental teams; coordinate a variety of personnel/payroll transactions; research critical transactions and recommend alternative solutions.