



Position Duty Statement

Date: July 13, 2026	Name of Incumbent: VACANT
Civil Service Title: Manager II	Position Number: 364-900-4802-001
Working or Job Title: Director of People and Culture Operations	Division/Unit: People and Culture Operations
Supervisor's Civil Service Title: Chief, People and Culture Officer	Location: Sacramento
Supervisor's Working Title: Chief, People and Culture Operations	Work Hours/Shift: FLSA Exempt- Full Time
Conflict of Interest Disclosure Category: ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ N/A	License or Other Requirement: N/A

Supervises:

2- Supervisor II; 2- Analyst II; 1- Analyst I

You are a valued member of the Agency's team. You are expected to work cooperatively with team members and others to enable the Agency 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. This position exercises a high level of confidentiality at all times.

Program Identification: The People and Culture Operations (PCO) Office is comprised of Human Resource Operations, Culture and Talent Management, Employee Relations, and Business Services. PCO is responsible for recruitment, hiring and onboarding talent, supporting employee growth and development, administering benefits, building operations and procurement, and keeping compliance with all relevant employment-related policies. PCO also coordinates employee relations and supports the leadership team and staff in building and maintaining an organizational culture that focuses on the employee experience while supporting the mission and vision of the Chancellor's Office. PCO professional staff oversees examination services, Labor Relations, Equal Employment Opportunity (EEO) compliance, the Diversity, Equity, Inclusion and Accessibility (DEIA) program, staff development, health and safety, recruitment, classification, organizational development, problem solving, leadership systems, policy development, process/productively improvement, performance management, and a variety of business-related services. The PCO Office's work is rooted in Chancellor's Office values centered on Vision 2030 strategic areas of People, Systems, Resources and Policy.

Summary Statement:

Under the administrative direction of the Chief of PCO, the Manager II (Director) serves as the California Community College Chancellor's Office's (CO) Labor Relations Officer, Equal Employment Opportunity (EEO) Officer, Health and Safety Officer, and has overall responsibility for the Human Resources and Business Services units and all its complex unique and cyclical activities. Through subordinate supervisors, the Manager II has oversight for the Classification and Pay, Performance, Exams, Health and Safety, Transactions, Benefits, Selection Services, Training, Procurement, Labor Relations, and Business Services. Directly and through subordinate supervisors, the Manager II determines and implements CO human resources policy and administers the policies of California Department of Human Resources (CalHR), the State Personnel Board (SPB) and the State Controller's Office (SCO) to ensure effective personnel management practices throughout the Agency.

Incumbent: VACANT
Classification: Manager II
Position Number: 364-900-4802-001

30% (E)	Advises the Chief of PCO, along with the members of the Executive Cabinet and CO leaders, on human resources and business services operations, such as classification and pay, exams, labor relations, selection and recruitment, health and safety, trainings, employee discipline, building security, business management, supply and equipment procurement, space planning, State Administrative Manual and Government Code requirements, and OSHA regulations compliance. May represent the CO at meetings, conferences, and public hearings and before State Personnel Board, (SPB) and California Dept. of Human Resources (CalHR) on major personnel proposals, performance matters, or other highly confidential human resources matters. Negotiates with control agencies and employee organizations on the most sensitive human resources issues.
30% (E)	Provides leadership and coaching, plans, assigns, supervises, reviews and evaluates the work of subordinate leadership and functions as a direct manager to the Human Resource Operations Manager, Culture and Talent Manager, Employee and Labor Relations Lead, the PCO and CO Administrative Support Liaison, and the Business Services Coordinator. Directs staff in projects designed to determine personnel and training needs. Provides interpretation and appropriate clarification, guidance, direction, and instruction to complete work as needed. Defines program requirements and ensures appropriate resources to ensure the objectives are implemented in a cost effective and timely manner. Reviews expenditures for the HR and Business Services Office (BSO). Approves/denies administrative time off and hardship salary advance requests. Oversees the administration of employee-related matters, such as recruitment, training, evaluation and performance for all HR staff. Oversees the review and recommendations for personnel actions for all Agency employees.
20% (E)	Proposes and recommends policies required to effectively administer the Agency's personnel development program, mentorship program, succession planning program, and Diversity, Equity, Inclusion and Accessibility program. Oversees the establishment of procedures to improve human resources processes and delivery of services. Ensures effective implementation of programs for employee performance assessment, accurate job classifications, cost-effective and merit-based recruitment and selection, administration of employee benefits and training, and other human resources matters.
10% (E)	Serves as the Labor Relations Manager and provides oversight on agreements and investigations and recommendations, and makes decisions regarding disposition of grievances arising out of labor agreement administration, or grievances filed outside of the labor agreements; may participate in the development of State positions on matters within the scope of bargaining units; responsible for providing guidance and direction to supervisory/management staff regarding State labor relations policies and proper practices in grievance handling or other areas of labor-relations and progressive performance issues.
5% (E)	Serves as the Agency's Equal Employment Opportunity (EEO) Officer responsible for ensuring a discrimination free work environment. Ensures state and federal laws, rules, policies and procedures relating to EEO are enforced. Establishes and maintains awareness and support at all levels in the organization for goals of equal employment opportunity. Promotes a discrimination free work environment and cultivates open communication to resolved discrimination issues and prevent problems. Investigates and responds to discrimination complaints. Prepares and submits the annual workforce analysis to CalHR.

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5% (E)	Other duties as assigned. Attends all required meetings. Facilitates Agency-wide trainings. Fills in for the Chief of People and Culture Operations as needed or requested.
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IMPACT AND CONSEQUENCE OF ERROR:

- Potential negative impact on delegation authority with CalHR and SPB.
- Potentially negative impact on managers and executives if not provided guidance in Labor, Selections and other human resources tasks
- Agency not informed to make important staffing and position control decisions

PROFESSIONAL CONTACTS:

- Frequent contact with CO staff at all levels
- Frequent contact with State Controller's Office, CalHR, State Personnel Board, Public Employees Retirement System, The California State Teacher's Retirement System, The State Personnel Board, and The Department of General Services.

SPECIAL PERSONAL CHARACTERISTICS:

- Ability to work independently and take initiative with minimal guidance or direction.
- Ability to work collaboratively as a team member.
- Strong oral and written communication skills especially presentation and facilitation capabilities.
- Strong analytical, research, and presentation skills.
- Positive attitude, open-mindedness, flexibility, and tact.
- Commitment to quality service that exceeds expectations.
- Excellent organizational skills.
- Focus attention to detail and follow-through.
- Multitask, meet deadlines, and adjust to changing priorities in a cooperative manner.
- Good attendance and punctuality record.
- Consistently exercise a high degree of initiative and confidentiality.
- Analyze situation and adopt effective course of action.
- Working proficiency in Microsoft Office, and Virtual Meeting Software
- Communicate confidently and courteously in a clear and concise manner in a diverse community.

WORKING AND ENVIRONMENTAL CONDITIONS:

- Must be able to operate a computer workstation for extended periods of time.
- Hybrid Work environment is provided.
- Ability to use standard computer, Microsoft Office programs and standard office machines.
- Work in a climate-controlled, open office environment under artificial lighting.

I have read and understand all the requirements and information above and discussed the duties listed above with my supervisor and can perform them either with or without reasonable accommodation (RA).

(If you believe you may require RA, please discuss this with your hiring supervisor. If you are unsure whether you require RA, inform the hiring supervisor who will discuss your concerns with the RA Coordinator.)

Employee Signature:

Date:

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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: