

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 30833	DGS DIVISION / OFFICE or CLIENT AGENCY Administration Division/Office of Human Resources	
UNIT NAME Business Solutions and Policy	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Supervisor I	POSITION NUMBER 306-271-4800-019	CBID S01
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 HR Innovation Manager	TIMEBASE Fulltime	
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 Expectations of Supervisors and Managers 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 managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Supervisor II, the HR Innovation Manager drives digital transformation, modernizes talent strategies, and fosters a culture of continuous improvement within the organization. Responsibilities include managing human resources information systems, providing technical expertise and oversight in the development and implementation of business improvement, and optimizing the employee experience through data-driven initiatives.

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing

SPECIAL REQUIREMENTS ☐ 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
35%	Manages and completes assigned projects, ensuring all projects are completed within scope, budget, and timeline. Plans, organizes, and directs the daily work activities of technical and analytical staff assigned to the OHR Innovation Unit; review work outputs to ensure accuracy, completeness. Establishes clear performance expectations, complete annual performance appraisals/Individual Development Plans (IDPs), completes timely probationary reports, and practices progressive discipline when necessary. Recruits and onboards unit staff; identifies technical training gaps regarding emerging HR technology platforms and actively coaches staff to build modern data analytics competencies. Provides regular project updates to the Supervisor II, and leadership team through continuous and direct communication.

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PERCENTAGE	DESCRIPTION
25%	Process Improvement: Works with Division managers to identify areas of improvement to enhance and/or better serve customers' needs. Conducts data gathering, best practice research, and process mapping. Shares process improvement results with process owners and present recommendations to obtain leadership and stakeholder buy-in. Implements formal feedback process and monitor metrics to gather information on business performance to drive continuous improvement. Conducts post-process improvement performance analysis to ensure these processes are in support of organizational goals and modify as remain current with trends and customers' needs. Engages leadership and stakeholders and process owners to align process improvement initiatives with business objectives, execute projects and deliver results. HR Workflow Optimization: Oversees unit analysts in mapping and re-engineering manual OHR processes into automated, digital workflows. HR Optimization: Supervises the development, tracking, and refinement of localized DGS personnel tracking tools, ensuring structural alignment with statewide systems. Data Integrity Control: Serves as the final unit reviewer for analytics dashboards and statistical reports detailing departmental processing times and administrative bottlenecks before submission to OHR executive leadership.
25%	Researches, Analyzes and Reporting: Apply a high-level of project management and technical expertise with a broad understanding of program administration. Synthesize information from a variety of benefit disciplines to support a culture of data-driven decision making that delivers efficient and effective statewide benefit services and programs. Researches, interprets and analyzes sensitive and complex data to measure program and/or project effectiveness. Remains abreast of industry standards and formulates recommendations that results in projects to successfully deliver alternative solutions to reach the desired outcomes. Utilizes effective research methods and approaches, including Microsoft Office software, as applicable. Consistently monitors and tracks program data, identifying patterns and trends and develops reports to share results and recommendations. Researches laws, regulations, and policies and partner with department coordinators, vendors, and carriers on options to enhance and ensure benefit program compliance. Makes recommendations on a board spectrum of administrative and program related issues.
10%	Collaboration: Partners with the DGS Enterprise Technology Solutions (ETS) to ensure the unit's technical projects satisfy state information security policies and web accessibility (ADA/Section 508) frameworks. Consults with DGS Labor Relations to review proposed automated workflows, verifying they respect active Memorandums of Understanding (MOUs) and state labor rules.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Participate on statewide civil service transformation committees or workgroups sponsored by the Department of Human Resources (CalHR), State Controllers Office (SCO), or the State Personnel Board (SPB). Act as a backup for other OHR unit supervisors during peak operational demands. Other duties as required.

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

DESIRABLE QUALIFICATIONS

Knowledge of the State of California's civil service system, progressive discipline principles, and standard supervisory practices. Ability to effectively plan, delegate, review, and evaluate the analytical work of subordinate personnel. Skill in troubleshooting system bottlenecks, analyzing complex data sets, and resolving daily operational or personnel conflicts. Practical experience with ServiceNow HRSD (implementation, configuration concepts, or business-facing requirements) is required or highly preferred, with the ability to translate business needs into ServiceNow backlogs and acceptance criteria. Lean principles and applications.

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

C & P APPROVED BY	DATE SIGNED