

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name		Division Human Resources		
Position No / Agency-Unit-Class-Serial		Unit Compensation Unit		
Class Title Personnel Specialist (Intake)		Location Patton		
Subject to Conflict of Interest ☐ Yes ☒ No		CBID R01	Work Week Group: 2	Pay Differential 2400– R&R (Pro-rated for Intermittent time-base)
Under the general direction of the Personnel Officer, Supervisor II, the Personnel Specialist will perform a variety of duties related to personnel/payroll functions as part of the Human Resources Customer Service (Intake) Program. Duties will include monitoring telephone and email inquiries received by the Human Resources Customer Service (Intake) Program. This position is required to respond timely verbally and in writing to any personnel department questions by current and new staff; and perform all customer service functions of the personnel office.				
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary). Essential functions are highlighted in bold. ESSENTIAL FUNCTIONS			
40%	Monitor telephone and email inquiries received by the Human Resources Customer Service (Intake) Program. Respond to employee inquiries timely and provide excellent customer service. Analyze and perform personnel and payroll related transactions to include but not limited to: A01/employment verifications, salary determinations, appointments, transfers, separations, retirements, overtime, shift differentials, adjustment notices, range changes, employee history corrections, leave transactions, leave audits, salary advances (SAs), accounts receivables (ARs), AR offset of leave credits, lump sum (L/S) deferrals, L/S catch-up deferrals, L/S cash deferrals, adverse actions, stipulated agreements, decisions, and settlement agreements. submit payroll documents as needed to the State Controller's Office (SCO) for processing.			
30%	Utilize resources from the following agencies, but not limited to, the California Department of Human Resources (CalHR), California Public Employees' Retirement System (CalPERS), State Personnel Board (SPB) and SCO. Interact with control agencies and other State departments in researching and responding to inquiries. Review/update employment history for inquiries related to appointments, separations, and miscellaneous employee changes, such as bilingual pay and alternate pay range changes; mail NOPAs and other documents.			

	Determine appropriate salary rate/range; determine appropriate retirement memberships; update the LAS automated systems with employee and position information. Ensure employee entitlements are identified and applied, which includes calculating appropriate leave usages; keying to the California Leave Accounting System (CLAS) database; and interpreting and applying State and Federal laws, regulations, and bargaining unit (BU) language related to the applicable entitlements. Maintain accurate leave balances and updating any changes to CLAS.
10%	Filing of personnel documents, payroll forms, warrant registers, RPAs, and manual updates. Stay compliant in mandatory training hours, participate in OJT and staff meetings. Other job-related duties as required.
20%	Research, review, and maintain control agency manuals, memos, pay letters, policies, and procedures. Conduct routine internal audits. Research and provide data for internal and external audits. Provide information to management and Labor Relations (LR) regarding grievances by Department employees and to the Office of Discipline Services (ODS) regarding adverse actions. Consult with LR and ODS regarding various transaction processing issues.
Other Information	KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS Knowledge of: - laws, rules, regulations, and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll, and certification processes - current office methods, procedures, and equipment to ensure the efficient operation of personnel/payroll services - mathematical computations using addition, subtraction, multiplication, division, etc. as they relate to personnel/payroll matters (e.g. salary determination, accounts receivable etc.) - communication principles (verbal & written) to provide information relating to various personnel/payroll functions - problem-solving techniques and processes for resolution of issues - the Department's mission and goals - expert knowledge on all personnel and payroll processes. Ability to: - represent the department on intra/interdepartmental teams - research/coordinate a variety of personnel or payroll transactions, recommend alternative solutions and exercise sound judgment when making decisions; use reference materials to ensure conformity, consistency, and compliance according to laws, rules, regulations, etc. - independently research, interpret and/or apply laws, rules, regulations, bargaining contract provisions, and various personnel manuals from SCO, CalHR, CalPERs, as well as departmental procedures concerning personnel transactions - reason logically and creatively, present ideas and information orally as well as in writing - communicate effectively; create/draft correspondence - be computer literate with various programs and data information systems - apply time management practices to prioritize, schedule and complete work effectively - keep work area organized - be flexible in adapting to changes in priorities, assignments, and other interruptions that may impact previously established assignments - maintain accurate records and personnel files - be highly motivated and a self-

	starter - understand verbal and written instructions containing technical information; Ability to accurately and proficiently use a computer and ability to actively and repeatedly (up to 7 hours per day) keyboard on a computer, using the programs, Outlook, Word and other Word programs. RESPONSIBILITY FOR DECISIONS The incumbent is responsible for effectively, accurately and timely performing the most complex of personnel and payroll processes. Poor performance in carrying out these tasks can result in employees being paid incorrectly, monetary penalties to the Department for payroll grievances, employees dissatisfied with Human Resources' customer service, loss of credibility, legal ramifications, increased grievances, and lawsuits. The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Regular and consistent attendance is critical to the successful performance of this position due to the heavy 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. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. REQUIRED COMPETENCIES INFECTION CONTROL – Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment. SAFETY – Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards. CULTURAL AWARENESS – Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.
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	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 Office of Human Rights).	
	_____ Employee's Signature	_____ Date
	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
	_____ Reviewing Officer Signature	_____ Date