

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Human Resources Section/Clerical Support Services		DIVISION Personnel Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Office Services Supervisor II (General)		BARGAINING UNIT S04	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-051-1150-001		CURRENT DATE 07/23/2026			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO		CONFIDENTIAL DESIGNATION ☐ YES ☒ NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY			DATE

FUNCTION OF POSITION
Under the general direction of the Human Resources Section (HRS) Supervisor II, the Office Services Supervisor II (General) is responsible for planning, directing, and coordinating a full range of administrative support functions and is also responsible for interviewing applicants, hiring and training employees, and preparing performance evaluations for the staff as well as assisting the analyst staff with projects for the Human Resources Section as required..

SUPERVISION RECEIVED
The Office Services Supervisor II (General) reports directly to and receives the majority of their assignments from the Supervisor II. However, direction and assignments may also come from the Manager II.

SUPERVISION EXERCISED
The Office Services Supervisor II (General) provides direct supervision to two Office Assistants (Typing); direct supervision to four Office Technicians (Typing); direct supervision to one Program Technician; and direct supervision to one Office Assistant (General).

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	
	<u>Essential Functions</u>
30%	Directs, plans, organizes, and assigns the daily work activities of the Clerical Support Services (CSS) staff and Personnel File Services (PFS) staff to ensure accuracy, timeliness, and compliance with departmental policies. Schedules and facilitates regular staff meetings and provides training, cross-training, guidance, and performance feedback to foster professional growth and maintain high-quality work standards. Monitors workload distribution, adjusts priorities, and resolves workflow issues to meet operational deadlines. Coordinates the development and updates of procedural reference materials to improve efficiency in CSS and PFS operations. Implements quality assurance measures to identify and correct errors before final processing of clerical and personnel file documents. Reviews, evaluates, and approves requests for time off and maintains an accurate schedule calendar; reviews and approves time sheets; prepares probationary performance and annual performance evaluations; participates in the selection, hiring, and onboarding process of personnel including conducting interviews and completion of required documents to facilitate the selection and hiring of a qualified candidate. Coordinates closely with professional staff to improve quality and ensure accurate and consistent work product.
25%	Serves as the primary point of contact for inquiries regarding official personnel files (OPF) procedures and OPF reviews. Monitors the OPF review mailbox and reviews all requests to ensure all proper releases are received and contain all required signatures and information prior to assigning to staff for processing. Reviews and approves personnel file review documents for accuracy, completeness, and adherence to state and federal laws and regulations. Implements quality assurance measures to identify and correct errors before final processing. Ensures all OPF documentation is maintained in accordance with confidentiality requirements and retention schedules. Ensures the secure storage, retrieval, and disposal of official personnel records. Monitors and directs the workflow of the PFS to ensure the ongoing proper maintenance and access to files is timely achieved.
25%	Supervises processing of identification cards, 25-year Service Awards, promotional and retirement certificates, roster information, emergency contact information, and mail services. Assists as needed with answering phones, mail processing, and escorting visitors to their destination within secured area of HRS. Coordinates with HRS staff, management, and Area and Headquarters commands to address complex personnel record issues or to resolve discrepancies. Coordinates with various levels of active and retired CHP personnel by either directing them to appropriate HRS staff or to ensure CSS duties

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Office Services Supervisor II (General)

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	and responsibilities are being completed in a timely manner. Updates section picture board and nameplates. Continuously monitors the verification of employment mailbox, the performance evaluation mailbox, personnel files services mailbox, and promptly routes the e-mails to the appropriate HRS staff. Logs all incoming Employment Development Department correspondence, including Nonindustrial Disability Insurance (NDI) and State Disability Insurance (SDI) approvals and promptly routes to the appropriate HRS Staff. Retrieves payroll documents from the State Controller's Office database and promptly routes them to the appropriate HRS staff. Prepares and coordinates with the Department's Records Management Coordinator to transport boxed payroll records to the State Record Center as necessary in accordance with departmental storage and retention policies. Ensures the various office equipment (copiers, date stamp, lamination machine, ID-card equipment) are operating efficiently and schedules section equipment for maintenance and service from outside vendors when needed. Ensures the accuracy and maintenance of various tracking logs to mitigate lost or missing packages or mail.
10%	Serves as HRS Procurement Card (P-Card) Coordinator. Coordinates the section's P-Card purchase requests and purchases. This includes reconciling and approving the P-Card monthly statement, coordinating all supply orders, including bulk orders; determining appropriateness of purchase requests in accordance with departmental policy and related regulations; verifying the accuracy of all items received through a reconciliation process; reviewing all purchase invoices; and ensuring distribution of special orders to staff. Reviews, monitors, and tracks HRS supply and inventory on hand and obtaining and submitting quotes to purchase supplies for review and approval prior to ordering. Serves as the HRS Financial Information System for California (Fi\$Cal) Procurement Card Reconciler. Reconciles monthly statements, enters transactions into Fi\$Cal, reviews and corrects any errors, in accordance with state laws, rules, regulations, and procedural criteria as required by the State of California and the Department.
5%	Serves as the HRS Occupational Safety Coordinator to ensure the section is compliant with policies, procedures, and law. Responsible for assisting in developing, implementing, administering, and maintaining the command's safety program. Completes periodic inspections, monthly open workers' compensation claims report, and Command Occupational Safety Committee meeting minutes. Reviews and updates the command's Injury and Illness Prevention Program policy, Emergency Action Plan, and required postings, as necessary. Inspects command fire extinguishers on a monthly basis according to relevant policy.
	<u>Non-Essential Functions</u>
5%	Performs other job-related duties within the scope of the classification, as assigned.
TOTAL	100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S 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.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
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