

## Department of Consumer Affairs

### Position Duty Statement

HR-41 (Revised 7/2015)

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| <b>Classification Title</b><br>Supervisor I                    | <b>Board/Bureau/Division</b><br>Office of Administrative Services                                                              |
| <b>Working Title</b><br>Classification and Recruitment Manager | <b>Office/Unit/Section/Geographic Location</b><br>Office of Human Resources / Classification and Recruitment Unit / Sacramento |
| <b>Position Number</b><br>610-740-4800-907                     | <b>Name and Effective Date</b>                                                                                                 |

General Statement: Under the direction of the Office of Human Resources (OHR) Section Chief, the Supervisor I is responsible for managing the Classification and Recruitment (C&R) Unit and supervising and overseeing staff who are tasked with assisting managers/supervisors on the Department of Consumer Affairs' (DCA) recruitment and hiring processes. The C&R Unit serves as the single point-of-contact for all DCA's hiring and recruitment needs. The incumbent supervises, plans, and directs activities of the staff, assigns workload, sets priorities, monitors work progress, reviews work assignments, assesses performance, and develops staff. The incumbent may also be assigned a roster of programs to personally handle. Duties include, but are not limited to, the following:

**A. Specific Assignments [Essential (E) / Marginal (M) Functions]:**

**30% (E) Supervision of Staff**

- Recruit, train, and onboard staff. Consistently and effectively mentor, coach, and guide staff in the development of their knowledge of DCA and resources utilized to perform their work. Set staff expectations, assign and direct work, review work assignments, and provide feedback to staff. Organize and monitor staff resources, develop implementation plans and adequately respond to workload fluctuations.
- Monitor, evaluate, and complete employee performance appraisals timely. Promptly identify and address, and/or resolve employee performance issues. Identify staff training needs or training opportunities for improved performance and job satisfaction.
- Disseminate information to staff. Facilitate information sharing meetings.

**30% (E) Consultation**

- Assist program management in understanding and resolving complex and sensitive personnel issues. Serve as the contact person for DCA with the California Department of Human Resources (CalHR) and the State Personnel Board (SPB) on classification, hiring, and recruitment matters.
- Support staff in administrative personnel matters and provide technical expertise, advice, and guidance to staff and program management in the various programs under DCA's authority.
- Personally handle and resolve the most sensitive hiring and recruitment issues.

- Utilize available resources to ensure compliance with Bargaining Unit contracts, hiring practices, DCA policies and procedures and other related personnel laws, rules, and regulations.

**20% (E) Classification Plan**

Oversee DCA's classification plan and ensure DCA is adhering to proper hiring and recruitment practices to uphold its delegation. Ensure timely and accurate reporting of delegation documents to the control agencies. Prepare and/or assist staff in the preparation of classification proposals and provide technical expertise in the development of documentation.

**10% (E) Policies and Procedures**

Develop policies and procedures to ensure OHR's compliance with DCA practices, control agencies' policies, and California regulations and statutes. Update policies or procedures that are deficient or outdated.

**10% (E) Other Related Duties**

Oversee the exempt appointment process for DCA. Prepare or assist in the preparation of Career Executive Assignment (CEA) packages. Oversee and monitor exempt appointee and CEA employee salary increases. Maintain the exempt and CEA tracking database. Perform other related work.

**B. Supervision Received**

The Supervisor I reports directly to and receives assignments and direction from the Section Chief; however, direction and assignments can also come from the OHR Chief or Assistant Chief.

**C. Supervision Exercised**

The Supervisor I directly supervises a staff of Analyst II, Analyst I, and Personnel Technicians.

**D. Administrative Responsibility**

The Supervisor I is responsible for managing the staff and fiscal resources of the unit. The Supervisor I effectively uses staff and resources to carry out DCA human resources objectives.

**E. Personal Contacts**

The Supervisor I must continuously build and maintain effective communication and working relationships with all levels of staff and management throughout DCA. The Supervisor I has daily contact with OHR management including the OHR Chief and Assistant HR Chiefs. For assignments, updates and reports on ongoing issues, daily contact with Analysts and Technician to provide supervision, guidance, consultation, and technical assistance in resolving personnel issues, and daily contact with other OHR managers/supervisors and staff are necessary. Frequent to daily contact with CalHR staff and management (PMD, Placement (SROA/Surplus), Exempt Programs, Labor Relations, Legal) to consult on a variety of often complex and sensitive personnel matters, occasional to frequent contact with SPB staff and management (Appeals Office) to consult on classification proposals may be

required. Frequent and often sensitive contact with DCA management outside of the division, especially with clients at the Bureau/Division Chief, Executive Officer (EO) or Assistant EO level, to provide technical assistance or consultation and problem resolution may be required. Occasional very sensitive contact with board members during EO recruitment activities, occasional to frequent contact with personnel and labor relations staff and management in other departments while conducting research, occasional contact with the exclusive representatives of labor unions to discuss classification proposals, and policy revisions or employee performance/discipline/adverse action issues may also be required.

**F. Actions and Consequences**

Failure to effectively perform the duties of the position could result in incorrect or incomplete information disseminated to management and staff, inappropriate or illegal personnel actions, and the inability of the assigned clients, the division and or the Department to meet goals or objectives. Consequences could range from minor correctable informational errors with limited impact to sanctions by CalHR or SPB affecting the entire department, such as loss of delegation.

**G. Functional Requirements**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent is expected to work in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

**H. Other Information**

Incumbent must possess good communication skills, uses good judgment in decision-making, exercises creativity and flexibility in problem identification and resolution, manages time and resources effectively, and be responsive to DCA management and client needs. The incumbent must maintain a working and updated knowledge of personnel matters. The incumbent must also exercise confidentiality in handling sensitive personnel issues.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**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 hiring manager/supervisor. If unsure of a need for reasonable accommodation, inform the hiring manager/supervisor, who will discuss your concerns with the Health & Safety Analyst.)

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Employee Signature

Date

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Employee's Printed Name, Classification

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

Date

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Printed Name, Classification

**New August 2026**