



Job Description

Classification: Supervisor II

Working Title: Workforce Development Section Manager

Position Number: 358-230-4801-001

Division/Unit: Human Resources/Workforce Development

Assigned Headquarters: Sacramento Headquarters

Position Eligible for Telework (Yes/No): Yes

Job Description Summary

Under the general direction of the Assistant Deputy Director (ADD), HRD, CEA A, the Supervisor II, Workforce Development Section Manager is responsible for identifying, planning, directing, and coordinating enterprise-wide workforce and succession planning, change management, training and employee development and talent acquisition initiatives to increase organizational effectiveness. The position has full supervisory responsibility for subordinate supervisors.

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25% (Essential Function) Provides direction, planning, policy development, planning, organization, and guidance to the Organizational Change Manager (Supervisor I Specialist). Mentors, evaluates, and provides direction to the subordinate supervisor. Coordinates and implements the enterprise-wide change management initiative. Ensures ongoing training for staff and management and facilitates the development of enterprise change management capacity.

25% (Essential Function) Provides direction, planning, policy development, planning, organization, and guidance to the Training and Employee Development Supervisor. Mentors, evaluates, and provides direction to the supervisor and subordinate staff. Through subordinate supervisor, responsible for ensuring training, employee and leadership development functions of the unit meets the current and future needs of the California State Lottery (Lottery); oversight of the design and direct conduct of training, conferences, and overall professional and technical training performed by Lottery staff; reviews of classes conducted by contracted entities to meet mandatory training needs of the department; and analyzes training and employee development trends to identify future strategies to address training and employee and leadership development gaps. Consults with managers to ensure training milestones and deliverables are met and the scope of work is acceptable. Oversees the development of Lottery training and employee development policies and procedures and make recommendations to Human Resources Division (HRD) senior management as needed

25% (Essential Function) Provides direction, planning, and guidance to the Workforce Planning and Talent Acquisition supervisor to ensure the department's workforce and succession plan aligns with the Lottery strategic and business operational goals and complies with California Department of Human Resources (CalHR) requirements. Mentors, evaluates, and provides direction to subordinate supervisors and staff. Oversees and assigns projects for effectiveness, measurement and tracking of goals, outcomes, and identification of necessary modifications. Researches, develops, and recommends procedures, and guidelines



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in support of the department's workforce and succession planning goals and implement as approved. Stays abreast of workforce and succession planning trends to identify future strategies for employee retention, increasing employee competency, and closing staffing, talent and competency gaps. Consults with Executive staff and managers to identify workforce gaps, discuss solutions and goals and/or evaluate effectiveness of current plans.

10% (Essential Function) Supervises subordinate supervisors in day-to-day activities; coordinates, assigns, and prioritizes work assignments; develops staff; and evaluates staff performance. Serves as a member of the Human Resources management team and provide guidance to Lottery management regarding the implementation of workforce and succession planning, change management, talent acquisition, training and employee development and other organizational initiatives as needed.

5% (Essential Function) Through collaboration with ITSD/vendor resources, maintain ServiceNow features utilized by Workforce Development units, by collecting feedback, identifying errors and/or necessary updates from stakeholders, developing business requirements for enhancements, lead/complete testing, and implementation steps, including updating resources, policy, process, procedures and drafting communications to impacted stakeholders. Participate as a HR Subject Matter Expert for Workforce Development on cross functional ServiceNow development projects.

5% (Essential Function) Leads supervisory and managerial staff forums, training, and workgroups as appropriate and required.

5% (Marginal Function) Directs and conducts workforce development project activities and research as assigned. Other job-related duties as assigned such as assisting other staff as needed or assisting with special projects.

- a. Consequence of Error: Failure to use good judgment performing the functions of this position may result in the inappropriate release or misuse of sensitive Lottery data; violation of laws, rules, policies and labor agreements; and potential reputational harm to the department.
- b. Administrative Responsibility: Incumbents are responsible for the administrative oversight of subordinate managers and assigned staff. The Supervisor II ensures information is accurate and complete; work is performed in accordance with and compliance with laws, rules, policy and regulations. The Supervisor II is also required to adhere to the laws, rules, policies and procedures pertaining to civil service employees in general and specifically to the employees of the California Lottery.
- c. Supervision Exercised and Received: The Supervisor II provides direct supervision to subordinate supervisors and indirect supervision to Training and Employee Development and Talent Acquisition analytical and clerical staff. The Supervisor II, Workforce Development Section Manager, receives general direction from the Assistant Deputy Director (ADD), HRD, CEA A.
- d. Personal Contacts: The Supervisor II will advise and respond to Lottery Executive Management. HRD managers and program managers on issues associated with Workforce and Succession Planning, Talent Acquisition, Training and Employee Development, Change Management, and organizational development initiatives. In addition, the Supervisor II will have routine contact with CalHR, State Personnel Board (SPB), and public and private industry professionals.

Physical and Environmental Demands



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None. Office environment. Telecommuting, communication through Microsoft Teams, sitting and working on a computer for long periods of time.

Working Conditions and Requirements

- a. Schedule: Monday through Friday, 8:00am – 5:00pm with some flexibility depending on operational needs. This position may be required to be reachable outside of normal business hours.
- b. Travel: Occasional travel may be required.
- c. Other: Not Applicable

Effective Date: 8/1/2026

NOTE: The statements contained in this job description reflect general details as necessary to describe the principal functions of this job and should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have retained a copy of the signed duty statement.

Supervisor Signature

Printed Name

Date

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without Reasonable Accommodation.
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee Signature

Printed Name

Date



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Duty Statement Instructions (Rev. 04/2023)

NOTE: After inserting the text/information into the duty statement, remove all "Insert Text" or "Insert Text to describe the following" prompts.

Classification: Enter the legal class title of the position (e.g., Office Technician (Typing), Staff Services Analyst, District Sales Representative, etc.).

Working Title: Enter the working title of the position if different from the legal class title.

Position Number: Enter the full position number assigned as shown on the department's organization chart (e.g., Agency: 358, Unit: 031, Class: 5157 (SSA), Serial: 001: [358-031-5157-001]).

Division/Unit: Enter the Division/Unit name where the position resides in the Lottery organization.

Assigned Headquarters: Enter the physical work location where the employee will work (e.g., Sacramento Headquarters, Fresno District Office (Fresno DO), Northern Distribution Center, etc.).

Position Eligible for Telework (Yes/No):

Job Description Summary: Briefly describe the overall purpose of the position, the degree of supervision received, and any supervision exercised. Should not exceed 4 sentences. Example: Under the supervision of the Staff Services Manager I, the incumbent is responsible for ...**ADD THE SUMMARY OF DUTIES TO BE PERFORMED.**

NOTE: To determine the level of supervision received (e.g., under direct supervision, direction, etc.), refer to the class specification or contact your C&P, Examinations Analyst.

Job Description: This will consist of 'Essential (E)' duties and 'Marginal (M)' duties (if applicable). Essential duties must be identified in the duty statement directly after the percentage of duties (e.g., 25% (Essential Function) Supervise analytical staff to...) Enter the percentage of time the incumbent will spend performing each group of essential and marginal functions (Example: A duty that is regarded as 5% is equivalent to approximately 2 hours of work per week OR 8 hours (one day) of work per month). **NOTE:** Percentages must be in descending order with the largest percentage of duties at the top. Percentages must not be less than 5% of time. Total of all percentages must equal 100%.

- Essential Functions – these duties are why the position exists. The employee must be able to perform the essential duties of the position with or without a reasonable accommodation. Ensure the duties assigned to the position are appropriate for the classification and group similar tasks together. Explain **WHAT** the task or duty is to be performed, **WHY** the task is being **WHAT GOAL** is being achieved, and **WHERE/WHEN** is the task done if relevant to the working conditions of the job.
- Example: **WHAT:** Meet with retailers **WHERE/WHEN:** monthly in the field at the retailer's place of business **WHY:** to determine Lottery Scratcher needs **WHAT GOAL:** and ensure supply/demand needs are met.

NOTE: Spell out acronyms. Typically, acronyms are created by a department for division/unit names or other works that are used frequently within the department. These acronyms are not well known throughout all departments within the State of CA or the public. Job applicants and/or new employees will not be familiar with these acronyms or understand their meaning, therefore, acronyms should be spelled out in duty statements (and Job bulletins).

- Marginal Functions – These are additional duties that are incidental or a minimum part of the job. Marginal duties must be identified in the duty statement directly after the percentage of duties (e.g., 5% (Marginal Function) Assist other unit staff with...) These duties can be redistributed among other staff. Additionally, if you list 'Other duties as assigned', you must indicate what the other duties might entail (e.g., other duties assigned such as assisting other staff as needed, or assist with special projects as assigned, etc.) This percentage must be included in all percentages which in total cannot exceed 100%. **NOTE:** Marginal Functions should be no more than 5%.

Scope and Impact: Describe the following:

- Consequences of Error: (Describe consequences to the department, division, etc., if the person did not perform the duties of the position.)
- Administrative Responsibility: (Describe incumbent's role, such as activities related to personnel, training, business operations, etc.)
- Supervision Exercised and Received: (Describe position that supervises the incumbent and classifications the incumbent supervises, or if not a supervisory classification, add 'This position does not supervise others'.)
- Internal Personal Contacts: (List frequent internal contacts to perform their duties such as, executive staff, Lottery managers and supervisors, other Lottery division staff, etc.)

Physical and Environmental Demands: (Describe the physical environment of the main work location)

Working Conditions and Requirements: Describe the following:



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- a. Schedule:
- b. Travel:
- c. Other:

Effective Date: Enter the effective date of the duty statement (employee appointment date).